

Interpreters

If your first language is not English, the Worker can use an interpreter, and may sometimes be able to help you find other support services in your own language.

What to expect from us

We aim to help you regain control of your own life. We believe you have the right:

- ♦ to live without violence and fear
- ♦ to be treated with dignity and respect
- ♦ to receive culturally sensitive and non-judgemental support
- ♦ to confidentiality and privacy (provided that you and your children are safe)
- ♦ to be given information that will help you to make informed decisions
- ♦ to make your own decisions about your life and those of your children

It can be very helpful to talk to us about what you can expect from our service.

Consultation for other services

We can provide information about housing options to other services that work with culturally and linguistically diverse women and children who are experiencing family violence.

How to contact us

If you need support or information, call us on Monday to Friday from 9am to 5pm, and ask for an Intake Worker.

PHONE 9689 9588

She can talk with you about violence that may be happening in your family. She will give you information and support, and refer you to services that can help, including our CALD Crisis Housing Worker.

After hours support

If you need support because of family violence outside office hours, phone the Women's Domestic Violence Crisis Service on **9373 0123** or **1800 015 188**.

Other crisis housing services

For women escaping violence:

- ♦ Women's Domestic Violence Crisis Service, PHONE 9373 0123
- ♦ Immigrant Women's Domestic Violence Crisis Service, PHONE 9898 3145

For single women aged over 25:

- ♦ Salvation Army Women's Accommodation Support service PHONE 9372 2488

For families:

- ♦ Werribee Support and Housing Services PHONE 9742 6452
- ♦ Family Crisis Accommodation Service Sunshine PHONE 9312 5424
Melton PHONE 9747 7200



Do you need crisis housing because of family violence?

Is your first language something other than English?



PHONE 9689 9588

Supporting women and their families to live free from family violence.

Do you feel safe at home?

Nobody ever has the right to hurt you or your children.

Children suffer whether they are hurt directly or see you being hurt.



There are many kinds of family violence:

Physical – hitting, kicking, throwing objects

Sexual – forcing you to do sexual things against your will

Emotional – threatening to hurt you or your children, or take your children away

Verbal – calling you bad names or swearing

Social – keeping you away from friends or family, controlling where you go

Financial – not giving you money to meet your basic needs e.g. food or bills

Stalking – repeatedly following or contacting you, trying to harm or scare you

Many forms of violence are against the law. You have the right to tell the police.

If there is violence in your family, you do not need to be alone – many services can help.

Crisis housing

Women's Health West has access to several houses where women and children escaping violence can stay for up to six weeks.

While you are there, our Culturally and Linguistically Diverse (CALD) Crisis Housing Worker can support you, and link you to other services that can help.

If these houses are full, our CALD Worker will help you explore other housing options, and can speak with other services on your behalf if you want.

How we can support you

While you are in one of these houses, our CALD Worker can support you in many ways. For example:

- ◆ Emotional support and information about your options.
- ◆ Helping you to make a plan so that you and your children can become safer now, and stay safe in future.
- ◆ Working with you to keep your children safe. She would involve other services only if she is concerned that you or your children are in danger.
- ◆ Going with you to the police and/or linking you with other workers who can support you in court.

For example, she can help you to apply for an intervention order. This is a court order that says the person who is hurting you or your children must leave the home and/or to stay away from you.

- ◆ Finding other services that can help you, including services at Women's Health West.

For example, she can link you to Centrelink (so you can get income), Centres Against Sexual Assault, children's services, family violence workers and counselling. If you want, she can speak to these services on your behalf.

- ◆ Helping you find medium and long-term safe housing for you and your children, and supporting you to move.
- ◆ If you need long-term support, she will link you with services that can help.



PLEASE CALL THE POLICE ON 000 IF YOU ARE EVER IN IMMEDIATE DANGER