

Please note that we do not run an emergency crisis service. To book an appointment please speak with our intake team to arrange support.

**IN AN EMERGENCY ALWAYS CALL 000**



**FAMILY VIOLENCE DISCLOSED**

Client states that they currently feel safe and don't want to engage in any further support

- Consult with your supervisor regarding organisational policies and procedures
- Do child protection and police need to be contacted?
- Complete a basic safety plan with the client
- Case note the conversation and any concerns
- Ask if it is ok to have ongoing check-ins at appointments

Client is open to exploring support options

Client wants to return home

Client is not safe to return home

Do police need to be called?  
**OR**  
**Safe Steps: 1800 015 188**  
(24 hour/ 7days a week)

Client is safe to return home

Client unable to access accommodation via Safe Steps?

Safe Steps is the entry point for Victoria's family violence refuge services and after hours crisis response. Interpreting services available.

Client agrees to be linked with specialist service to explore ongoing supports

**NO**

- SOME ALTERNATIVES:**
- Crisis Contact Centre:** 1800 627 727 (10am to midnight)
  - McAuley Community Services:** 03 9371 6600
  - Unison Footscray:** 03 9688 8300
  - Salvation Army Social Housing Service:** 1800 825 955
  - Melbourne Youth Support:** 03 9614 3688

**YES**

Client doesn't want ongoing support but is open to receive number of external services and it is safe to do so

**TRY THESE SERVICES:**

**Women's Health West:**  
03 9689 9588  
Provides case management, counselling, crisis and court support for women and children affected by family violence

**InTouch Multicultural Centre Against Family Violence:**  
1800 755 988  
Supports women from diverse backgrounds who are experiencing family violence

**VACCA**  
03 9287 8800  
Provides support for Aboriginal people experiencing family violence

**w/Respect**  
1800 LGBTIQ  
Family violence service supporting professionals working with LGBTIQ clients

- In Emergency call 000
- Safe steps: 1800 015 188
- 1800 Respect: 24/7 specialist family violence and sexual support telephone counselling service: 1800 737 732
- Women's Health West 9689 9588  
Engage in basic safety planning + case notes and ask if ok to have ongoing check-ins regarding the family violence at ongoing appointments.

**Women's Health West**  
Intake service:  
fvassist@whwest.org.au for secondary consult, support for professionals working with clients experiencing FV.

**Men's services**  
Men's Referral Service: 1300 766 491  
Mensline Australia: 1300 789 978  
LifeWorks: 1300 543 396

**Youth Services**  
Kids Help Line: 1800 551 800  
Melbourne Youth Support: 914 3688  
Parentline: 13 22 89

**Elderly Support Services**  
Senior Rights Victoria: 1300 368 821



**MORE INFO AND SUPPORT**