

Keep this booklet handy and consider gathering other useful addresses and numbers like local taxi services and hotel accommodation.



Safety planning

- Let neighbours who you trust know to call the police on 000 if they hear fighting, shouting or noises.

- Have an escape plan ready with details of where you can go if things get out of hand.
- Choose a code word that you can use without attracting attention e.g. on the phone. Let family and friends know that when they hear this word a crisis is occurring.
- Keep a small escape bag somewhere with spare keys, important papers, extra scripts for prescription medicine, a special toy for the kids and some spare cash in case you need to leave in a hurry.
- If it is safe, keep a diary of abusive or frightening incidents. These can help if you need to get a protection order.



Safety after separation

- Consider installing extra security (outdoor lights, extra window locks or gates). Some family violence services or police services have funds available to help with costs.

- Keep in touch with neighbours and ask them to let you know if anyone has been hanging around the house and to contact the police if they hear any violent incidents coming from your house.
- Ensure that all your contact information is kept private by any services you use (eg. schools, law firms, doctors, utility companies).
- Consider installing a loud, outside alarm that can be activated from inside.



Phone and mobile

- Report all phone abuse. It is against the law. Keep accurate records and original messages from police and courts. Do not delete text or voice messages from your phone.
- Have your own mobile phone and plan (preferably prepaid) so that you can stay in touch with people and calls can't be checked from the phone bill or call logs. Consider installing caller identification and use an answering machine to screen callers.



Safety in public or at work

- Park your car in busy public places.
- Ask your boss if you can have calls and visitors screened through reception.



Safety on the Internet

- Change or delete your Facebook account and your kids' accounts.
- Change your email account.



Helping kids

- Help your kids to know the warning signs of danger. Keep the conversation practical like other safety conversations you might have around fire safety.
- Teach your children that it is not their responsibility to stop the abuser when they are angry or violent.
- Teach your children who they can contact in an emergency (how to call 000 and ask for the police and give out their address).
- Tell schools or childcare centres about the violence and provide a photo of the perpetrator and a copy of any intervention orders.

This booklet was produced by the City of Port Phillip to assist families gain a safer and more confident future.



EMERGENCY CONTACTS

If you are in danger call:

Victoria Police 000

Otherwise contact your local police station.

South Melbourne Police Station

211 Bank Street,
South Melbourne.
24 hours.

(03) 9257 3800

St Kilda Police Station

92 Chapel Street, St Kilda.
24 hours.

(03) 9536 2666

St Kilda Road Police Station

412 St. Kilda Road, Melbourne.
24 hours.

(03) 9865 2102

SUPPORT SERVICES, RESOURCES and COUNSELLING

Aboriginal Family Violence Prevention and Legal Service

Legal advice, counselling, information, referral and support to Aboriginal victims/survivors or people at immediate risk of family violence and sexual assault as well as to parents/carers of Aboriginal children.

(03) 9244 3333
1800 105 303

Child and Youth Directory

A comprehensive list of support services for children, young people and families.
www.chilyouthdirectory.com.au

Child First

Provides information, referral and support to families and the general community.

1300 721 383

Child Protection Crisis Line

Telephone service to help anyone who is worried about the immediate safety of a child.
24 hours.

131 278

Emerge Women and Children's Support Network

Crisis services, education, advocacy and support for women and children who have experienced domestic violence.
www.emergesupport.org.au
Email support
mail@emergesupport.com.au

(03) 8657 8622

Family Life

Provides case management support for children, youth and their families to develop goals and promote well being. Practitioners can visit at home, schools or in community settings and can work with other professionals to provide holistic support for families. The purpose is to strengthen family and community relationships and promote the best interests of the child/young person.

(03) 8599 5433

Family Relationships Advice Line

Provides assistance to families affected by relationship or separation issues, including information about the family law system and parenting agreements after separation.

1800 050 321

Gay and Lesbian Switchboard

Telephone counselling, referral and information service for gay, lesbian, bisexual, transgender and intersex (GLBTI) community.

3pm – midnight, 7 days.
www.switchboard.org.au

1800 184 527

Inner South Community Services

Counselling services and group programs for women and children experiencing family violence.

(03) 9690 9144

InTouch Multicultural Centre Against Family Violence

Culturally sensitive information and other help for women and children from culturally and linguistically diverse backgrounds.

1800 755 988 or
(03) 8413 6800

The Jewish Taskforce Against Family Violence

Support, information and referrals to members of the Jewish community as a result of family violence and sexual assault.

Monday to Thursday
10am – 5pm

www.jewishtaskforce.org.au

(03) 9523 6850

Melbourne Metropolitan Outreach Service – The Salvation Army Family Violence Outreach Program

Provides support to women and children who are experiencing or escaping from domestic violence.

(03) 9536 7797 or
1800 627 727

Online Chat Support

National counselling helpline, information and support.
24 hours, 7 days.

Email support
inforequests@wire.org.au
(response within 2 working days).
www.wire.org.au

1800 RESPECT
1800 737 732

Safe Steps Family Violence Response

Provides telephone crisis counselling, referral, information and support, and is the central contact point for women's refuges.

24 hours, 7 days.
1800 015 188

SECASA

Provides sexual assault and family violence services to children and adults.

(03) 9594 2289

Sexual Assault Crisis Line

After hours counselling service.
5pm – 9am, weekends and public holidays.

1800 806 292

Women's Information and Referral Exchange (WIRE)

Phone support service.

1300 134 130

LEGAL ASSISTANCE

Family Violence Registrar

Information and support to make an application for a family violence Intervention Order.

Area Served: access the Magistrate court nearest to your residential address.

Justice Connect Homeless Law Service

Legal assistance on housing related matters for people experiencing, or at risk of, homelessness.

www.justiceconnect.org.au

1800 606 313 or
(03) 8636 4408

St Kilda Legal Service

Free legal service to residents in the cities of Port Phillip, Stonnington and some parts of Bayside and Glen Eira.

(03) 9534 0777

Victims of Crime Assistance Tribunal (VOCAT)

Financial assistance to victims of crime committed in Victoria to assist them in recovery from the crime. Eligibility criteria must be met to receive this service.

(03) 9090 8000

Victoria Legal Aid

Legal advice for survivors of violence.

www.legallaid.vic.gov.au

1300 792 387

The Women's Homelessness Prevention Project (WHPP)

An initiative of Justice Connect's Homeless Law service.

Weekly Outreach visits providing legal advisors and social workers, counselling and housing support.

www.justiceconnect.org.au

1800 606 313 or
(03) 8636 4408

Women's Legal Service Victoria

www.womenslegal.org.au

1800 133 302 or
(03) 8622 0600

MEN'S BEHAVIOUR CHANGE PROGRAMS

Inner South Community Health Service

A specialist men's behaviour change group program and counselling for men who perpetrate family violence.

Serving the areas of Port Phillip and Stonnington.

(03) 9525 1300

The Men's Referral Service

Support for men who want to stop their violent or abusive behaviour towards their family members.

(03) 9428 2899 or
1800 065 973

HOUSING ASSISTANCE

Launch Housing

Providers of housing and homelessness support services.

9am – 5pm: **(03) 8598 1111**
After 5pm: **1800 825 955**

Ngwala Willumbong (Indigenous)

A range of services are available to indigenous people, including Specialist Homelessness Service (SHS) and Residential Rehabilitation Programs.

(03) 9510 3233

Salvation Army Young Women's Outreach Program

Crisis accommodation and support services for youth, single adults, couples and families.

(03) 9536 7730

St Kilda Crisis Centre

Support, information and referrals to local services.

Open every day of the year
9am – 11pm.

No appointment is necessary.

(03) 9536 7777 or
1800 627 727

FINANCIAL ASSISTANCE

Centrelink

Crisis payments are available for families who have separated as a result of family violence.

Centrelink Call Centre Social Work Line

132 850

Languages other than English:

13 12 02

TTY 1800 810 586

