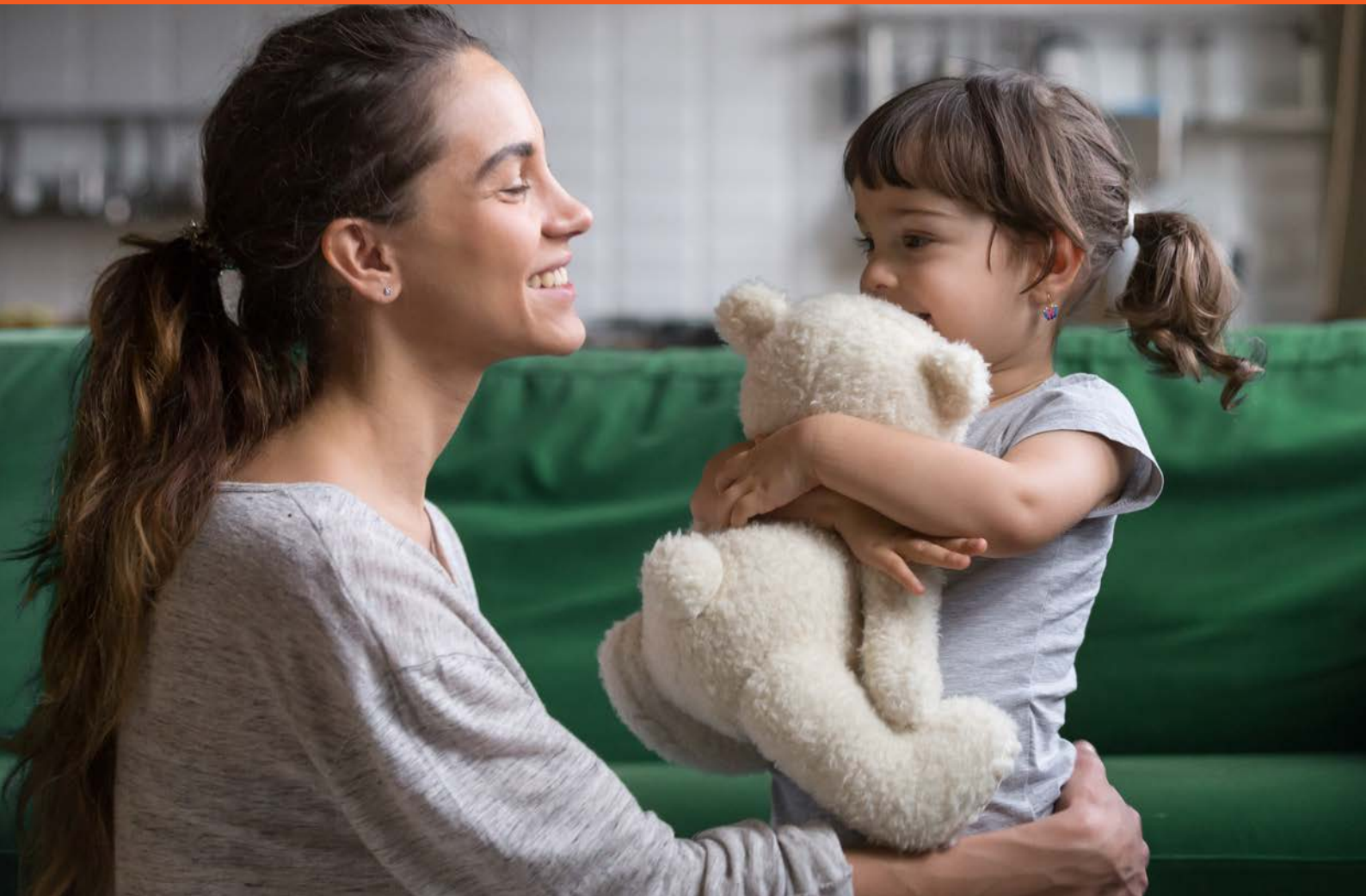


Wimmera Family Violence Services for Refugee and Immigrant Women

Directory



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Contents

Translating and Interpreting Services	3
Family Violence Services for Women and Children	4
Financial Assistance	6
Crisis Housing Support	6
Counselling Services	7
Legal Services	8
Family Violence Services for Men	9
Local Services Specific to Culturally and Linguistically Diverse Populations	10
Online Resources for Families	11
Practice Resources for Service Providers	11

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Translating and Interpreting Services

Service	What do they provide?	Contact
TIS National Translating and Interpreting Services	<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>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.</p>	<p>Phone: 131 450</p> <p>24-hour service</p> <p>Web: www.tisnational.gov.au</p>
VITS - Victorian Interpreting & Translating Service Translating and Interpreting Services	<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: enquiries@vits.com.au</p> <p>Web: www.languageloop.com.au</p>

Family Violence Services for Women and Children

Local Services	What do they provide?	Contact
Grampians Community Health	Family violence crisis response and support services to men, women and children in the Wimmera region.	Phone: (03) 5358 7400 or 1300 739 282 Mon to Fri, 9.00am - 5.00pm Web: https://gch.org.au/services/for-anyone/in/family-violence/
Sexual Assault & Family Violence Centre, Wimmera	Provides free and confidential trauma-informed sexual assault and family violence services, including crisis care, trauma-informed counselling support and support to access to forensic medical care and legal processes.	Phone: (03) 5381 1211 Mon to Fri, 9.00am - 5.00pm Sexual Assault Crisis Line (24 hours) 1800 806 292 Web: https://www.safvcentre.org.au/contact/horsham/
National or State-wide Crisis Services	What do they provide?	Contact
Safe Steps Family Violence Response Centre (formerly Women's Domestic Violence Crisis Service)	First response option for crisis assistance for all cultural groups. Provides comprehensive risk assessment and safety planning by phone, telephone crisis counselling, 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).	Phone: 1800 015 188 (general) Or 1300 739 282 (hospital staff and police only; press option 1) 24-hour service. Web: www.safesteps.org.au
inTouch 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: www.intouch.org.au Mon-Fri, 9am to 5pm
1800RESPECT National Help Line	National sexual assault, domestic and family violence counselling and information referral service.	Phone: 1800 737 732 24-hour service. Web: www.1800respect.org.au
Domestic Violence Resource Centre Victoria	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: www.dvrcv.org.au
WIRE 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: www.wire.org.au

Financial Assistance

Service	What do they provide?	Contact
Centrelink Family Assistance Office	Crisis payments available for families who have separated due to family violence.	Phone: 132 850 Mon-Fri, 8am -5pm Web: https://www.humanservices.gov.au/individuals/services/centrelink/crisis-payment .
Bethany Community Support	Financial counsellor based at Horsham	Phone: (03) 5278 8122 Web: https://www.bethany.org.au/financial-counselling/

Crisis Housing Support

Service	What do they provide?	Contact
Uniting Wimmera	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.	Phone: (03) 5362 4000 or 1800 195 114 (for all general enquiries) Mon-Fri, 9am to 5pm

Counselling Services

Service	What do they provide?	Contact
Kids Help Line	<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: www.kidshelp.com.au</p>
1800RESPECT 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 on 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: www.1800respect.org.au/help-and-support/telephone-and-online-counselling/#online 24-hours a day, 7 days a week.</p>

Legal Services

Service	What do they provide?	Contact
Ballarat & Grampians Community Legal Service	A not-for-profit organisation that provides free 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.	Phone: (03) 5331 5999 or 1800 466 488 Mon-Fri, 9am–5pm Web: http://www.bgcls.org.au/about-us.html
Victoria Legal Aid, Ballarat	Phone for free 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: www.legalaid.vic.gov.au
Refugee Legal (National)	Provides substantial legal advice and casework service for asylum seekers, refugees and disadvantaged migrants in the community and in immigration detention in Victoria and across Australia. Services include: <ul style="list-style-type: none">- Telephone Advice Line- Evening Advice Service- Day time casework, including full legal representation- Temporary Protection Visa (TPV) Clinics- Strategic 'test case' litigation- Client and community information sessions	Telephone Advice Line: (03) 9413 0100 Advice and Casework Services Wed 10am - 2pm Fri 10am - 2pm Web: refugeelegal.org.au/about-us-2/what-we-do
Court Network (Ballarat)	Community volunteers provide information and support before, during and after court.	Phone: (03) 8306 6915 Toll Free: 1800 681 614 Mon-Fri, 9am–5pm Email: ballarat@courtnetwork.com.au
Victims of Crime Helpline	Offers counselling, advice and referrals to assist all victims of violence, including information on court procedures, the Victims Register and details of financial assistance.	Phone: 1800 819 817 7 days a week, 8.00am–11pm. Web: www.victimsofcrime.vic.gov.au
Victims Assistance and Counselling Program	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.	Phone: 1800 033 818 Mon-Fri, 9am–5pm. Web: https://www.centacareballarat.org.au/services/victims-assistance/victims-assistance-program/

Service	What do they provide?	Contact
Women and Family Law	A plain-English guide to family law covering a range of topics such as divorce, children, property settlements and AVOs.	Web: www.wlsnsw.org.au/resources/women-and-family-law/

Family Violence Services for Men

Service	What do they provide?	Contact
Men's Referral Service	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: www.mrs.org.au
Grampians Community Health	Provides a range of programs for men and their families, including Men's Behaviour Change program.	Phone: (03) 5358 7400 Mon – Fri, 9am to 5 pm
MensLine Australia	Free telephone and online counselling service.	Phone: 1300 789 978 24-hours a day, 7 days a week. Web: www.mensline.org.au

Local Services Specific to Culturally and Linguistically Diverse Populations

Service	What do they provide?	Contact
Wimmera Development Association Settlement Program	<p>Settlement assistance is available in the Wimmera for eligible migrants who have arrived in the last 5 years, including humanitarian entrants, family stream migrants, dependants of skilled migrants, and selected temporary residents.</p> <p>Settlement services include casework, referrals, information sessions and support groups, to help migrants settle into life in Australia.</p> <p>Information about other support services such as playgroups, ESL classes, homework clubs etc. can be provided.</p>	<p>Phone: (03) 5381 6504</p> <p>Mon – Fri, 9am to 5 pm</p> <p>Web: https://wda.org.au/settlement-program</p>
Ballarat Community Health	<p>BCH's Humanitarian Settlement Program provides support to humanitarian entrants to build the skills and knowledge they need to become self-reliant and active in the Australian community (up to 18 months after arrival).</p>	<p>Phone: (03) 5338 0560</p> <p>Mobile: 0428 487 469</p> <p>Mon-Fri, 8.30am to 5pm</p> <p>Web: https://bchc.org.au/</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**.

eSafety for Women experiencing family violence

The Office of the eSafety Commissioner provides information on what technology-facilitated abuse is, how to identify it, and how women can protect themselves and their families and stay safe.

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).

Competency Standards Framework Culturally responsive clinical practice: Working with people from migrant and refugee backgrounds

Competency Standards Framework Culturally responsive clinical practice: Working with people from migrant and refugee backgrounds

Endorsed by the RACGP, the Framework can be used to inform the development of clinical education, training, professional development curricula and competency standards for clinicians. The Framework is intended to be adapted to a range of healthcare settings, and across a range of curricula and competency standards models.

It is accompanied by the Guide for Clinicians Working with Interpreters in Healthcare Settings, which provides evidence-based recommendations for effective communication in the event of doctor-patient language discordance, specifically with regard to engaging and working with interpreters.

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.

For more information and electronic copies of the Directory,
visit <https://bchc.org.au/service/safer-pathways-program/>