**Support for staff**

Family violence is common. Working with women experiencing family violence may make you think about your current situation or a past situation, or someone who is experiencing family violence. We encourage staff to take care and seek support if needed. You can talk to:

* your manager
* family violence contact [insert details]
* Employee Assistance Program [insert your EAP provider details]
* 1800 RESPECT 1800 737 732or Safe Steps 1800 015 188 to talk through a family violence issue you are dealing with at work or in your personal life

Connecting patients to support services (internal or external) is an important first line response. Referrals are likely to be more effective when a ‘warm’ referral is provided i.e. the clinician obtains consent to initiate the referral process on behalf of the patient.

Where a ‘warm’ referral is not accepted, provide the woman with information about what services can assist and how they can be contacted. It is essential that leaflets are not provided without first discussing with the woman as to whether this could compromise her safety.

**Internal referrals**

* **Social Work department** intake/duty worker Tel: [XXX] during business hours or access on-call social worker via the after-hours manager on weekends (Saturday, Sunday and public holidays 9am to 5pm)
* **Where no social worker is available** and there are imminent concerns about safety, consult with senior staff/A/H Coordinator [XXX]

**If the patient is feeling unsafe and requires urgent assistance:**

* Victoria Police Triple Zero (000)
* **Safe Steps** 1800 015 188 crisis telephone support 24/7 or
* Safe Steps new 24/7 priority response line: 03 9322 3544 or 1300 739 282 (for hospital staff only)

**If the patient is in need of support or case management:**

* **1800RESPECT** 1800 737 732national counselling helpline, information and support 24/7
* **Safe Steps** 1800 015 188 provide referral to family violence outreach services throughout Victoria 24/7
* **Women’s Information Referral Exchange (WIRE)** Women’s support Line 1300 134 130 free confidential information and referral service

**If the patient has experienced sexual assault:**

* **The Sexual Assault Crisis Line Victoria (SACL) 1800 806 292** after-hours secondary consultation and confidential telephone crisis counselling service for victim/survivors of both past and recent sexual assault
* **Local Centre Against Sexual Assault (CASA)** [XXXX]crisis care support following a sexual assault in the last two weeks

**If the patient needs legal information or assistance:**

* **The Women’s Legal Service Victoria** 1800 133 302 provide free and confidential legal information and specialise in issues arising from relationship breakdown and violence against women
* **The Federation of Community Legal Centres** [www.fclc.org.au](http://www.fclc.org.au) to find a local community legal centre

**If the patient is CALD:**

* **InTouch** 03 9413 6500 (BH) free and confidential advice for women & children from CALD backgrounds. The service has a pool of bi-lingual and bi-cultural workers.

**If the patient is an Aboriginal and/or Torres Strait Islander person:**

* **Djirra** 1800 105 303 is a state-wide Aboriginal Community Controlled Organisation with a head office in metropolitan Melbourne and three regional offices. Djirra’s Aboriginal Family Violence Legal Service provides both telephone and face to face legal advice to victims/survivors of family violence and sexual assault.
* **Elizabeth Morgan House (EMH)** 03 9482 5744 provides crisis and recovery programs*.*

**If the patient is a child:**

* **Gatehouse 03 9345 6391 (BH)** is a department of the Royal Children’s Hospital. It is a Centre Against Sexual Assault that provides assessment, treatment and advocacy services for children and young people in its catchment areas. It also provides consultation services for other health professionals.
* **The Victorian Forensic Paediatric Medical Service** (VFPMS) 1300 66 11 42 is a state-wide service providing assessments for children and young people, under 18 years of age, who might have been abused, neglected or assaulted. VFPMS works collaboratively with health professionals, police and child protection.
* The **Victorian Child Protection Service** is specifically targeted to those children and young people at risk of harm or where families are unable or unwilling to protect them.
* **03 9843 5422** (hospital priority line),
* **131 278** (general out of hours line),
* Refer to DHHS website for regional in hours numbers https://services.dhhs.vic.gov.au/child-protection-contacts
* **Child FIRST** provides a central referral point to a range of community based family services and other supports [XXX insert local number]
* **Kids Help Line** 1800 55 1800 provides free and confidential phone counselling for children and young people between the ages 5 – 25.

**If the patient is an older person:**

* **Seniors Rights Victoria** 1300 368 821 offers a range of advice and services to support people 65+ experiencing family violence

**If the patient identifies as LBGTIQ:**

* **Drummond Street Service Queerspace** 03 9663 6733
* **WithRespect on 1800 LGBTIQ (1800 542 847)**
* **Transgender Victoria** 03 9020 4642 for information on how to connect with appropriate supports for the trans and gender diverse communities
* **Switchboard/ QLife** – 1800 184 527 also offers Webchat 3PM-12AM every day[**www.switchboard.org.au**](http://www.switchboard.org.au/). Switchboard is staffed by volunteer counsellors and peers who can direct callers to the right supports

**If the patient is deaf, or has a hearing or speech impairment:**

* **TTY**: dial 106
* **Internet relay**: and ask for Triple Zero (000)
* **Captioned relay**: and ask for Triple Zero (000)
* **SMS relay**: text 0423677767
* **Video relay**: login to Skype and contact one of the National Relay Service (NRS) contact names
* **Ordinary phone**: dial 1800 555 727 and ask for Triple Zero (000)
* **National Disability Abuse and Neglect Hotline** 1800 880 052 Available 9am-9pm weekdays and 10am-4pm on weekend and public holidays, for problems relating to violence, abuse, neglect or exploitation

**If the referral is for a man:**

* **Men’s Referral Service** 1300 766 491 offers anonymous and confidential telephone counselling, information and referrals to help men stop using violent and controlling behaviour
* **Mensline** on 1300 78 99 78 support for male victims of violence