

RESPONDING

TO CLIENTS & FAMILIES

EXPERIENCING DOMESTIC AND FAMILY VIOLENCE

NAMBUCCA VALLEY

RECOGNISE

You can always consult with your local DFV Specialist Service:

Lifetime connect: (02) 6568 1474
fssintake@lifetimeconnect.org.au
warrina.org.au: (02) 6652 4000
om@warrina.org.au
Kempsey Families Inc: (02) 6563 1588

Want to know more?

You can get information on DFV here:
LegalAid: legalaid.nsw.gov.au
eSafety Commissioner: esafety.gov.au

DFV doesn't discriminate
DFV impacts diverse communities in different ways. find information here: DVNSW.org.au

Recognise the needs of different groups and help improve access

Aboriginal Clients: 1800 019 123
Immigration Advice and Rights Centre: (02) 8234 0700
LGBTIQ+: ACON (02) 9206 2000
Elder and Disability: Helpline 1800 628 221
Young People: Nambucca Youthie (02) 6568 7777, [Wesley](http://Wesley.org.au) (02) 5646 5755 or [Blue Sky](http://BlueSky.org.au) (02) 5632 4020

RISK ASSESSMENT

DFV is life threatening
In an emergency, call 000

Concerning signs:

- Recent separation
- Strangulation • Stalking
- Coercive control

Follow your organisation's policies
e.g. Risk Assessment, DVSAAT: [DVSAAT](http://DVSAAT.org.au)

For support call WDVCS: (02) 6584 0053

DFV places children at risk
Make a mandatory report by phone: 132 111 or [online](http://online.org.au).

DFV has lifelong impacts on children and young people. It is essential we work together to keep them safe.

Develop a safety plan
Call 1800 Respect (1800 737 732) or visit [areyousafeathome](http://areyousafeathome.org.au)
Your service may already have a plan in place. If not, you can contact 1800 Respect or your local DFV Specialist Service (Lifetime Connect). Clients can download apps like "Daisy" or can contact Wesnet for support on digital and cyber safety (1800 Wesnet).

RESPOND

Remember to follow the client's lead - they are the experts on how to keep themselves safe.

Client needs to leave the home
(either urgently or in the future). If the client needs urgent assistance, or if it's an emergency, call 000. For child protection concerns, call 132 111.

For support for children - Kids Helpline: 1800 551 800 or Family Connect and Support: 1800 327 679

The client discloses they need to leave urgently

Link2Home: 1800 152 152 DV Line: 1800 656 463
Warrina Refuge: (02) 6652 4000 Men's Line: 1300 789 978
Men's Referrals Service: 1300 766 491 ntv.org.au
Young People: Nambucca Youthie (02) 6568 7777, [Wesley](http://Wesley.org.au) (02) 5646 5755 or [Blue Sky](http://BlueSky.org.au) (02) 5632 4020

Other options to support a plan to leave

WDVCAS (AVO support): (02) 6584 0053 or email: lcport@midcoast.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
Services Australia: servicesaustralia.gov.au
Victims Services Access Line: 1800 633 063
Aboriginal Contact Line: 1800 019 123 | victimsservices.justice.nsw.gov.au
Start Safely (subsidies for private rentals): 1800 269 672 dcj.nsw.gov.au
Galambila Heal Families program
Banks: Check for support from the client's bank: commbank.com.au nab.com.au. Escaping Violence Payment info: wesleymission.org.au

Client wants to stay at home but have the person using violence removed

If the client is in imminent danger and needs to have the user of violence urgently removed, please call 000.

For child protection concerns, call 132 111
For support for children - Kids Helpline: 1800 551 800 or Family Connect and Support: 1800 327 679

Victims Services supports available

Access Line: 1800 633 063 | Aboriginal Contact Line: 1800 019 123
victimsservices.justice.nsw.gov.au
WDVCAS (AVO support): (02) 6584 0053 or email: lcport@midcoast.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
familyviolencelaw.gov.au
Staying Home, Leaving Violence: (02) 6652 4000
Start Safely (subsidies for private rentals): 1800 269 672 dcj.nsw.gov.au
Law Access: 1300 888 529
Family Relationships Advice Line: 1800 050 321
Escaping Violence Payment info: wesleymission.org.au
Lifetime Connect Family Support Services (02) 6568 1474
Support for men excluded from the home due to DFV
Fixed Address (Individual): 0428 611 877
Men's Referral Service (by phone): 1300 766 491

The client chooses to remain or return to the relationship

Respect the client's choices, make a safety plan and identify a preferred method of follow-up. Call Police (000) or Child Protection (132 111) if you are concerned.
For support for children - Kids Helpline: 1800 551 800 or Family Connect and Support: 1800 327 679

Supports available

WDVCAS (DFV Information and Supports): (02) 6584 0053
lcport@midcoast.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
familyviolencelaw.gov.au
Darrimba Maara Aboriginal Health Clinic: (02) 6598 6800

Victims Services Counselling

victimsservices.justice.nsw.gov.au

Mental Health Care Plan: See your GP for a referral

Support for Men who use Violence

Fixed Address (Individual): 0428 611 877 or 0437 699 108
Men's Referral Service (by phone): 1300 766 491
Engage2Change (group): (02) 6563 1588 or 0437 737 818

When people return to violence, it can be difficult for workers and can create worry, stress and disappointment. On average, it takes between 7-13 attempts at leaving violent relationships, and this is also the most dangerous time. Please know that by keeping the 'door open', making sure clients know they can come back to see you, and having conversations about safety, makes a difference.

RESTORE

Your safety and wellbeing is paramount. When working with people who experience DFV, it is normal to feel a range of emotions and concern for their safety and wellbeing. Please make sure you debrief and get support from your supervisor or manager and take time to practise self-care. You can also call 1800 Respect for support, and to talk through your concerns and experiences. Our community needs good bystanders to 'say no' to DFV. Find out more about ways to make our community safer here: matebystander.edu.au



Samaritans



#dfvisveryonesbusiness