

RESPONDING

TO CLIENTS & FAMILIES

EXPERIENCING DOMESTIC AND FAMILY VIOLENCE

COFFS HARBOUR

RECOGNISE

You can always consult with your local DFV Specialist Service:
warrina.org.au
om@warrina.org.au
(02) 6652 4000

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: Wesley (02) 5646 5755 or Groundworks (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
For support, call WDVCS: (02) 6650 0302

DFV places children at risk
Make a mandatory report by phone: 132 111 or online.
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
Your service may already have a plan in place. If not, you can contact 1800 Respect or your local DFV Specialist Service (Warrina). 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 (12-18): Wesley (02) 5646 5755 or Groundworks (02) 5632 4020

Other options to support a plan to leave
WDVCAS (AVO support): (02) 6650 0302 or email: coffs@nccas.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: 0427 877 141
Banks: Check for support from the client's bank: commbank.com.au nab.com.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) 6650 0302 or email: coffs@nccas.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
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) 6650 0302 coffs@nccas.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
familyviolencelaw.gov.au
Galambila Aboriginal Health Service: (02) 6652 0800
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
Men's Referral Service (by phone): 1300 766 491
Safer Futures Ph: 0448 504 627

REFER

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



#dfviseveryonesbusiness