

# RESPONDING

## TO CLIENTS & FAMILIES

# EXPERIENCING DOMESTIC AND FAMILY VIOLENCE KEMPSEY

### RECOGNISE

**You can always consult with your local DFV Specialist Service:**  
Kempsey Women's Refuge  
[kwr@samaritans.org.au](mailto:kwr@samaritans.org.au): (02) 6562 8411  
Kempsey Families Inc: (02) 6563 1588

**Want to know more?**  
You can get information on DFV here:  
LegalAid: [legalaid.nsw.gov.au](http://legalaid.nsw.gov.au)  
eSafety Commissioner: [esafety.gov.au](http://esafety.gov.au)

**DFV doesn't discriminate**  
DFV impacts diverse communities in different ways.  
Find information here: [DVNSW.org.au](http://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: [YPSpace](http://YPSpace.org.au): (02) 6563 1230

### 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).  
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)  
Your service may already have a plan in place. If not, you can always contact 1800 Respect or your local DFV Specialist Service (Kempsey Women's Refuge). 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  
Kempsey Women's Refuge (02) 6562 8411 Men's Line: 1300 789 978  
Men's Referrals Service: 1300 766 491 [ntv.org.au](http://ntv.org.au)  
Young People (12-18): [YPSpace](http://YPSpace.org.au) (02) 6563 1230

**Other options to support a plan to leave**

WDVCAS (AVO support): (02) 6584 0053 or email: [lcport@midcoast.org.au](mailto:lcport@midcoast.org.au)  
Mid North Coast Community Legal Centre: (02) 6580 2111  
Services Australia: [servicesaustralia.gov.au](http://servicesaustralia.gov.au)  
Victims Services: Access Line: 1800 633 063  
Aboriginal Contact Line: 1800 019 123 | [victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au)  
Start Safely (subsidies for private rentals): 1800 269 672 [dcj.nsw.gov.au](http://dcj.nsw.gov.au)  
Many Rivers FV Prevention & Legal Service (for Aboriginal Women): (02) 6562 5856  
Banks: Check for support from the client's bank: [commbank.com.au](http://commbank.com.au) [nab.com.au](http://nab.com.au)  
Escaping Violence Payment info: [wesleymission.org.au](http://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](http://victimsservices.justice.nsw.gov.au)  
WDVCAS (AVO support): (02) 6584 0053 or email: [lcport@midcoast.org.au](mailto:lcport@midcoast.org.au)  
Mid North Coast Community Legal Centre: (02) 6580 2111  
[familyviolencelaw.gov.au](http://familyviolencelaw.gov.au)  
Staying Home, Leaving Violence (02) 6562 2272 or 0437 003 154  
Many Rivers FV Prevention and Legal Service: (02) 6562 5856  
Start Safely (subsidies for private rentals): 1800 269 672  
[dcj.nsw.gov.au](http://dcj.nsw.gov.au)  
Law Access: 1300 888 529  
Family Relationships Advice Line: 1800 050 321  
Migrant Support Services: (02) 6553 5121  
**Support for men excluded from the home due to DFV**  
Individual: (02) 6563 1588  
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 or email: [lcport@midcoast.org.au](mailto:lcport@midcoast.org.au)  
Mid North Coast Community Legal Centre: (02) 6580 2111  
[familyviolencelaw.gov.au](http://familyviolencelaw.gov.au)  
Durri Aboriginal Medical Service: (02) 6560 2300

**Victims Services Counselling**

[victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au)  
Mental Health Care Plan: See your GP for a referral

**Support for Men who use Violence**

Fixed Address (FAICM\*): (02) 6563 1588 or 0437 699 108  
Men's Referral Service (by phone): 1300 766 491  
Engage2Change (Group): (02) 6563 1588 or 0437 737 818  
Many Rivers FV Prevention and Legal Service (for Aboriginal Men) (02) 6562 5856

### 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](http://matebystander.edu.au)



#dfviseveryonesbusiness