

RESPONDING

TO CLIENTS & FAMILIES

EXPERIENCING DOMESTIC AND FAMILY VIOLENCE TAREE

RECOGNISE

You can always consult with your local DFV Specialist Service

Taree Women's & Children's Refuge: (02) 6551 0011
TareeWomenChildrenRefuge@samaritans.org.au
CatholicCare Renewing Pathways: (02) 6539 5900

Want to know more?

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

DFV doesn't discriminate

DFV Impacts diverse communities in different ways. Find information here: www.dvns.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: (02) 6527 7800

RISK ASSESSMENT

DFV is life threatening

In an emergency, call: 000

Follow your organisation's policies

(e.g. your risk assessment, DVSAAT)

DFV places children at risk

Make a mandatory report by phone: 132 111
or online: www.facs.nsw.gov.au

Develop a safety plan

1800 Respect or areyousafeathome

DFV and Technological Safety

wesnet.org.au
www.1800respect.org.au/help-and-support/technology-and-safety

RESPOND

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

If 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.

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.

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.

REFER

The client discloses they need to leave urgently

Link2Home: 1800 152 152 | DV Line: 1800 656 463
Taree Women's and Children's Refuge: (02) 6551 0011
Manning Support Services Women's Choice and Change Program: (02) 6551 1800
Men's Line: 1300 789 978 | Men's Referrals Service: 1300 766 491 (ntv.org.au)
Manning Support Services: (02) 6551 1800 | WDV CAS (AVO support): (02) 6551 3356
Children and Young People - Youth Refuge: (02) 6551 6996

Support Programs - Other options to support to plan to leave

CatholicCare Renewing Pathways & Staying Home Leaving Violence (02) 6539 5900
Family Connect and Support: 1800 758 589 | MNC Legal: (02) 6580 2111
Many Rivers Aboriginal Legal Service: (02) 6562 5856
Services Australia: servicesaustralia.gov.au

Victims Services

Access Line: 1800 633 063 Aboriginal Contact Line: 1800 019 123
www.victimsservices.justice.nsw.gov.au

Start Safely (subsidies for private rentals): 1300 245 468
www.facs.nsw.gov.au/housing/help/ways/start-safely

Banks: Check for support from the client's bank: commbank.com.au
nab.com.au

Escaping Violence Payment info: wesleymission.org.au

Immediate needs support options

WDVCAS (AVO support): (02) 6551 3356
www.familyviolencelaw.gov.au/domestic-violence-orders/
Taree Women's and Children's Refuge: (02) 6551 0011
Manning Support Services
Womens Choice and Change Program: (02) 6551 1800 | Law Access: 1300 888 529
Family Relationships Advice Line: 1800 050 321
Children and Young People - Youth Refuge: (02) 6551 6996

Other supports available

MNC Legal: (02) 6580 2111 | Migrant Support Services: (02) 6553 5121
Biripi Community Support Programs: (02) 5525 6070
CatholicCare Staying Home Leaving Violence (02) 6539 5900
Family Connect and Support: (02) 6552 3072
Start Safely (subsidies for private rentals): 1300 245 468
www.facs.nsw.gov.au/housing/help/ways/start-safely
Services Australia www.servicesaustralia.gov.au

Victims Services - Access Line: 1800 633 063 Aboriginal Contact Line: 1800 019 123
www.victimsservices.justice.nsw.gov.au | MNC Legal: (02) 6580 2111

Many Rivers Aboriginal Legal Service: (02) 6562 5856
Banks: Check for support from the client's bank
www.commbank.com.au/support/dv-assistance.html
www.nab.com.au/about-us/social-impact/customers/domestic-and-family-violence
Support for men who use DFV: Manning Support Services (02) 6551 1800
Men's Referral Service (by phone): 1300 766 491
Brother to Brother Hotline: 1800 435 799

Client may wish to access some of the following supports immediately or later on

WDVCAS (DFV Information and Supports): (02) 6551 3356
www.familyviolencelaw.gov.au/domestic-violence-orders/
Victims Services
Access Line: 1800 633 063 | Aboriginal Contact Line: 1800 019 123
www.victimsservices.justice.nsw.gov.au
Mental Health Care Plan - See your GP for a referral
Manning Support Services offer free counselling and Women's Choice and Change Program: (02) 6551 1800 | Family Connect and Support: (02) 6552 3072
MNC Legal: (02) 6580 2111 | Migrant Support Services: (02) 6553 5121
CatholicCare Renewing Pathways: (02) 6539 5900
Aboriginal Family Violence Support
Biripi Community Support Programs: (02) 5525 6070 | TIDE: (02) 6552 3652
Uniting FDV Programs: 0466 012 016
Mens behaviour change programs and support for men who use DFV
Manning Support Services: (02) 6551 1800
Men's Referral Service (by phone): 1300 766 491
Brother to Brother Hotline: 1800 435 799

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. Leaving violence 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