

Family Violence Resource Guide

Goulburn Valley & North East Victoria

Agencies	Area Covered	Phone	Key Services	
Specialist Family Violence Services				
safe steps Family Violence Response Centre	Free call - Victoria	1800 015 188	VIC-Service providing information, support & referral, for women by women.	☎-24/7
	Free call - NSW	1800 656 463 TTY 1800 671 442	NSW-Crisis counselling/referral provided for partner violence. admin@wdvcs.org.au	
1800 RESPECT - Domestic Violence & Sexual Assault National Help Line	Free call - National	1800 737 732 1800 RESPECT (Admin) 02 858 50333	Telephone counselling and provide referrals, available for females and males.	☎-24/7
In Touch Multicultural Centre Against Family Violence	Telephone Interpreter Service – 24/7 – Ph: 131 450	03 9413 6500 TTY-133 677	Free for immigrant women and families in situations of family violence. Court assistance and cultural support. Interpretation available in over 20 languages.	M-F 10am-4pm
	Rural Women can ring:	1800 755 988		
Aboriginal Services	Mungabareena Aboriginal Corporation (Wodonga)	02 6024 7599	First point of contact for indigenous families. Referrals and support. reception@mungabareena.com	M-F 9am-5pm ♿ ⓘ R
	Rumbalara Justice Department (Shepparton)	03 5820 0010	Shepparton ONLY.	M-F 9am-5pm
Betty's Place Youth Emergency Services	Albury	02 6041 4141	Women's Refuge and support for women escaping or trying to escape domestic violence. Support workers. Children's Support Worker available.	☎-24/7 ♿ M-F 8.30am-5pm
Child Protection	East Division	1300 360 39 13 12 78 (After Hours)	Notification of children at risk from exposure to violence & abuse.	M-F 9am-5pm
Child Protection Crisis Line	After Hours – Victoria	131 278		M-F After hours 9pm-5am + Sat & Sun 24hrs
Centre Against Violence	Benalla Mansfield Myrtleford, Wangaratta & Wodonga,	M-F 9am-5pm 03 5722 2203 AH 1800 015 188	Free, confidential service for women and children experiencing domestic and family violence and sexual assault. Provision of information options, refuge accommodation, emergency crisis assistance, support groups and after hours service. Court Support. Some outreach services www.cav.org.au	☎-24/7 ♿ ⓘ R
Primary Care Connect	Shepparton Shire of Moira: Yarrowonga (Tues) Cobram (Thurs)	M-F 9am-5pm 03 5823 3200	Free counselling for women. Children referred to specialist counsellors. Advocacy, information & referral, court support. Refer: www.primarycareconnect.com.au	♿ ⓘ R
Vincent Care Marian Community	Refuge for women throughout Victoria Outreach: Shepparton, Mooroopna, Moira	M-F 9am-5pm 03 5821 9458 1800 015 188	Emotional support, advocacy, court support. www.Familyviolencehumeregion.com.au	☎-24/7 ♿ ⓘ R
Nexus Primary Health	Shires of Mitchell & Murrindindi.	Mon-Thu 8:30am-5pm	Free, confidential service for women and children experiencing	♿ ⓘ R

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	Shepparton based services include Nagambie.	1300 773 352 AH- 1800 015 188	family violence. Counselling, advocacy, court support, referral. www.nexusprimaryhealth.org.au	
Gateway Health	Wodonga, Shires of Towong, Indigo & Kiewa Valley Wangaratta	M-F 9am-5pm 02 6022 8888 03 5723 2000	Free, confidential service for women and children experiencing family violence. Counselling, support, referral. info@gatewayhealth.org.au	† ⓘ R
Other Family Violence Services for Women & Children				
Crisis Accommodation				
Centre Against Violence	Refuge for women throughout Victoria	03 5722 2203 1800 015 188	See full details under Specialist Services above.	† ⓘ R
Marian Community	Refuge for women throughout Victoria	03 5821 9458 1800 015 188 After Hours	See full details under Specialist Services above.	† ⓘ R
Short & Medium Term Accommodation				
Pathways – Salvation Army	City of Greater Shepparton Seymour	03 5833 1099 03 5735 2055	Accommodation for the homeless, emergency relief for material aid such as food vouchers etc. Emotional support and assistance.	ⓘ ⇌ R
Rural Housing Network	Seymour, Shepparton, Wangaratta, Wodonga	03 5735 2000 03 5833 1000 03 5722 8000 02 6055 9000	Short to medium term (transitional) housing, advocacy, referral and long term community housing.	R
Counselling for Women				
Albury Wodonga Women's Centre for Health and Wellbeing Mon-Thur. 9am-3pm	A centre for all women in the region.	02 6041 1977	Counselling, court support, group work (e.g. anger & violence, self-esteem, relaxation & well-being), & a variety of other alternative health clinics. Rape, DV & childhood sexual assault.	ⓘ R
Berry Street Victoria	Shires of Mitchell, Murrindindi, Strathbogie, Moira, Greater City of Shepparton.	03 5799 0039	Adults: by appointment, information and referrals.	ⓘ ⇌ R
Indigo North Health	Rutherglen	02 6033 6200	Assessment, information and referrals for women and children, short to long term counselling. www.inh.org.au	ⓘ R
Corowa Health Service	Corowa Shire	02 6033 7555	Assessment, information and referrals for women and children, short to long term counselling. Monthly women's health service.	ⓘ R
Familycare	Shepparton & Goulburn Valley, Seymour, Mitchell, Murrindindi, Moira & Strathbogie Shires	03 5823 7000 1300 854 944	Referral to specialist services, mediation for youth and parents.	R
Relationships Australia	Shepparton M,Wed,Thurs-9am-5pm. Tues-12-8pm CLOSED ON FRIDAYS	03 5820 7444 1300 364 277	Women's support group for those who have experienced abuse. Small cost involved. Individual counselling.	ⓘ R
Yarrowonga Health Community Services	Moira Shire: Yarrowonga, Cobram, Numurkah.	03 5743 8500	Short term FV counselling for women, referral and support from Primary Care Connect.	ⓘ ⇌ R

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Counselling & Support for Children & Adolescents				
Lifeline	Victoria	13 11 14	Phone crisis counselling service. national@lifeline.org.au	☎-24/7 ‡ ⓘ R
Kid's Help Line	Australia Wide	1800 551 800	Counselling line for children and young people aged 5-25 years, email and web counselling. www.kidshelpline.com.au	☎-24/7
Berry Street Seymour	Shire of Mitchell	03 5799 0039	Home based care and group work.	M-F 9am-5pm ☎
Junction Support Services	Shepparton, Wangaratta & Wodonga	03 5831 6566 03 5722 4129 02 6043 7400	Counselling for children, advocacy, resources & referrals for years 0-18.	‡ ⓘ R
Centre Against Violence	Benalla, Beechworth, Corryong, Mansfield, Myrtleford, Rutherglen Wangaratta, Wodonga.	03 5722 2203	Needs of individual children addressed, with referral to a therapist if required. Group work programs for women & children.	‡ ⓘ R
North East Support & Action for Youth (NESAY)	Benalla, Wangaratta, Shires of Mansfield, Alpine, Indigo & eastern half of Moira Shire	Wangaratta 03 5720 2201 Benalla 03 5762 2880	Support for young people (12-25) at risk, and for their families.	‡ ⓘ R ☎ M-F 9am-5pm
The Bridge Youth Services	Shepparton Seymour & surrounding areas – up to 30 kms.	03 5831 2390 03 5799 1298	Advocacy, referrals, support. Assistance with short-medium term accommodation.	‡ ⓘ R M-F 9am-5pm
Youth Emergency Service (YES)	Main Office	02 6058 6200	Family counselling, juvenile justice program, Youth Connections.	☎-24/7 ‡ ⓘ ☎
	Albury Refuge		Accommodation and support for adolescents.	
Child & Adolescent Therapists				
Junction Support Services	Wodonga, Wangaratta,	02 6043 7400	Child & adolescent therapists.	☎ M-F 9am-5pm
Court Support & Legal Advice				
Victoria Legal Aid Helpline 8.45am-5.15pm	Victoria	1300 792 387	Legal information and some advice.	‡ ⓘ R
	Shepparton Office	03 5823 6200	Shepparton office provides some duty lawyer services and advice. Shepparton@vla.vic.gov.au	
Women's Legal Services Victoria	Freecall – Victoria	1800 133 302	Phone advice from female lawyers. justice@vicnet.net.au	‡ ⓘ R
Hume Riverina Community Legal Service (Albury-Wodonga) M-F 9am-5pm	People living in NE Victoria and Southern Riverina NSW (Outreach Clinics throughout NE Vic, ring re further details)	1800 918 377 02 6057 5000	Free and confidential legal advice and referrals, legal rep avail with uncontested I O matters in Wod Court. Evening Advice Clinics on Tues. at Wod and Wang every 2 nd Tues.	‡ ⓘ R ☎
Women's DV Court Advocacy Service	Albury (NSW jurisdiction)	02 6021 3059	Pre and post court support and information.	‡ ⓘ R
Magistrates Court Check days open. Large courts:	National Inquiry Centre Benalla Court (not Wed)	1300 352 000 03 5761 1400	Applications for intervention orders.	M-F 9am-4.30pm Unless stated differently
	Cobram Court (Wed 9am-1pm)	03 5872 2639		
	Corryong Court (Court	02 6043 7000		

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	Days only) Mansfield Court (Wed) Myrtleford Court (Fri) Seymour Court Shepparton Court Wangaratta Court Wodonga Court	03 5775 2672 03 5752 1868 03 5735 0100 03 5821 4633 03 5721 0900 02 6043 7000		
Family Relationship Advice Line	National	1800 050 321	Free legal advice.	M-F 8am-8pm Sat 10am-4pm
Victims Assistance Program.	Victoria	1300 362 739	Support and case management for people who have experienced violent personal crime. Outreach is provided across the Hume region- Free service.	① R ⇌ M-F 9am-5pm
Victims of Crime Help Line Referral Service.	Free call	1800 819 817		Mon - Sun 8am-11pm
Family Law Courts National Enquiry Centre	National	1300 352 000 1800 050 321	Free legal advice Family services	M-F 8.30am- 5.30pm
Consumer Affairs Victoria Helpline	Victoria Mon-Fri 9am-5pm	1300 558 181	Free legal advice. www.consumer.vic.gov.au	
Victoria Aboriginal Legal Service	Region-wide	1800 064 865	Shepparton-based, liaison with Shepparton & Wodonga courts.	☎-24/7 ① R
Aboriginal Community Justice Panel	Shepparton based – Hume region	0413 602 766	First point of contact with police when an arrest occurs.	☎-24/7 ①
Plus all six Family Violence Specialist Services mentioned in initial category				
Sexual Assault				
Sexual Assault Helpline	Free call – Victoria	1800 806 292	After-hours assistance for victims of sexual assault, crisis support counselling & information.	☎-24/7 ① R
Goulburn Valley Centre Against Sexual Assault	Shepparton, Seymour (weekly), Yea, Cobram, Alexandra, & Nagambie (by app.)	03 5831 2343 1800 112 343	Counselling, crisis care & referral for survivors of sexual assault and non-offending family members.	☎-24/7 R † ⇌ M-F 9am-5pm
Centre against Violence	Wangaratta, & Shires of Delatite, Alpine, Wodonga, Towong, Indigo, Mansfield.	1800 806 292 03 5722 2203	Counselling for survivors of sexual assault and non-offending family members, some court support; secondary consultations.	☎-24/7 ① R † ⇌ M-F 9am-5pm
Community Education and Information				
WIRE – Women’s Information	Victoria	1300 134 130	Website with multiple links to regional information. www.wire.org.au	① R
Women’s Health Goulburn North East	Hume Region	03 5722 3009	Free Public library. Family violence prevention training and education. Referral. www.whealth.com.au	① M-F 9am-5pm
Domestic Violence Resource Centre Victoria (DVRCV)	Victoria	03 9486 9866	Specialist resources in domestic violence and incest. Contact details for local support services. Library, Training & Referrals www.dvrcv.org.au	① M-F 9am-5pm

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Police Stations					
For immediate response	Emergency	000	Police Recommend ringing 000 for immediate response to FV.	☎-24/7	
	Albury Police	02 6023 9299	Police treat Family Violence as a crime and will investigate all alleged assaults, threats, child abuse & property damage. They give assistance in obtaining an Intervention Order at court against this violence. Phone numbers in BOLD are <u>24 hour services</u> .	☎-24/7	
	Alexandra Police	03 5772 1040			
	Beechworth Police	03 5728 1032			
	BENALLA POLICE	03 5760 0200			
	Bethanga	02 6026 4204			
	Bright Police	03 5755 1444			
	Broadford Police	03 5784 1404			
	Chiltern Police	03 5726 1222			
	Cobram Police	03 5871 1977			
	Corryong Police	02 6076 1666			
	Dederang Police	02 6028 9310			
	Dookie Police	03 5828 6213			
	Eildon Police	03 5774 2104			
	Euroa Police	03 5795 2017			
	Glenrowan Police	03 5766 2215			
	Jamieson Police	03 5777 0505			
	Katamatite Police	03 5865 1336			
	Kilmore Police	03 5782 1211			
	Kinglake Police	03 5786 1333			
	Kyabram Police	03 5853 1777			
	Mansfield Police	03 5775 2555			
	Marysville Police	03 5963 3222			
	Mitta Mitta Police	02 6072 3564			
	Mooroopna Police	03 5825 4131			
	Mt Beauty Police	03 5754 4244			
	Moyhu Police	03 5727 9206			
	Mulwala Police	03 5743 8099			
	Murchison Police	03 5826 2222			
	Myrtleford Police	03 5752 1003			
	Nagambie Police	03 5794 2526			
	Nathalia Police	03 5866 2404			
	Numurkah Police	03 5862 3311			
	Pyalong Police	03 5785 1212			
	Rushworth Police	03 5856 1000			
	Rutherglen Police	02 6032 9612			
	SEYMOUR POLICE	03 5735 0200			☎-24/7
	SHEPPARTON	03 5820 5777			☎-24/7
	Stanhope Police	03 5857 2507			
	Tallangatta Police	02 6071 2204			
	Tangambalanga Police	02 6027 3254			
	Tatura Police	03 5824 3099			
	Tongala Police	03 5859 0501			
	Tungamah Police	03 5748 5508			
	Violet Town Police	03 5798 1316			
	Wallan Police	03 5783 0400			
	Walwa Police	02 6037 1394			
	WANGARATTA	03 5723 0888	☎-24/7		
	Whitfield Police	03 5729 8282			
	WODONGA POLICE	02 6049 2600	☎-24/7		
	Wood's Point	03 5777 8235			
	Yackandandah	02 6027 1205			
	Yarrowonga	03 5744 3641			
	Yea Police	03 5797 2630			

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NO INTEREST LOAN SCHEME- Women's Health Goulburn North East				
NILS- For women leaving a domestic violence situation. Women's Health Goulburn North East	The Hume region- Includes the following shires: Rural City of Wangaratta Rural City of Benalla City of Wodonga City of Greater Shepparton Strathbogrie Shire Moira Shire Murrindindi Shire Towong Shire Alpine Shire Mansfield Shire Mitchell Shire & Indigo Shire	03 5722 3009	Eligibility includes women who are : <ul style="list-style-type: none"> • Living in the Hume region and have experienced DV in the past 12 months. • On a low income. Loan purchase may include: Fridge, washing machine, medical and dental procedure, educational one off costs, car repairs, furniture. Loans are for up to \$1,200.	☎ ♯ ⓘ R Mon, Tue, Wed & Friday 9am--5pm
Men's Services				
Men's Referral Service	Victoria	1300 776 491	Anonymous, free, confidential referral service by men for men, re their anger or violence towards their partner or family. Relationship issues. www.mrs.org.au	R ⓘ M-F 9am -9pm
Men's Line Australia	Australia-wide	1300 789 978	Call line for men in crisis: information and contacts & counselling on line - skype	☎ -24/7 ⓘ R
Quamby House	Albury area: men 18 years plus.	02 6021 7860	Bedding, short-term accommodation, some medium-term.	☎ -24/7 R ⓘ ☞
Familycare	Goulburn Valley, Mitchell, Moira, Murrindindi, Seymour, Shepparton, & Strathbogrie Shires	Shep: 03 5823 7000 Sey: 03 5735 4600	Confidential counselling for men, group work for anger management.	☎ 24/7 R M-F 9am -5pm
Relationships Australia	Shepparton-based	03 5820 7444	Individual counselling, Men's Behaviour Change programs.	ⓘ R
Gateway Health	Wodonga, Shires of Towong, Indigo and Kiewa Valley	02 6022 8888	Men's behaviour change programs.	♯ ⓘ R
Yarrawonga Health	Moira Shire: Cobram, Yarrawonga, Numurkah, Nathalia	03 5743 8111	Short-term FV counselling for men who use violence, referral to appropriate resources.	ⓘ R
Nexus Primary Health	Shires of Mitchell and Murrindindi – Lower Hume Region	1300 773 352	Men's Behavioural Change Groups for men who are concerned about their violence and want to do something about it.	ⓘ R ♯ M-F 8.30-5pm

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BREAK THE SILENCE ON FAMILY VIOLENCE	
<p>Tips to help a friend #1 Look out for signs your friend has been a victim of abuse. Are they:</p>	<ul style="list-style-type: none"> • Losing interest in activities they used to enjoy? • Overly worried about what their partner thinks or seem anxious around them? • Concerned their partner may get angry about something they might say or do? • Making excuses for their partner all the time? • Avoiding friends and social activities that don't involve their partner? • Joking about their partner's violent outbursts? • Showing unexplained injuries and offering unlikely explanations?
<p>Tips to help a friend #2 The Approach If you think a friend is remaining quiet about experiencing abuse, ask them if they need support. Remember:</p>	<ul style="list-style-type: none"> • Go somewhere private where others, especially their partner, won't hear. • Keep your initial approach general, such as, "I'm worried about you because you seem unhappy...." • Don't push them into talking if they aren't comfortable. • Expect your friend to be somewhat defensive-they might not be ready to talk yet. • Let them know you are there for support.
<p>Tips to help a friend #3 Listen and Believe</p>	<p>Listen. Hear what they say and try not to interrupt. Let your friend talk at their own pace. Show them you are listening by making eye contact and nodding. Don't worry if they stop talking for a while- silences are okay.</p> <p>Believe. Try not to over-do the questions. It can make it seem like you're doubting the story. It's important that your friend sees you're on their side and you support them.</p>
<p>Tips to help a friend #4 Ask. SHHH.</p>	<p>Ask. If you feel a bit helpless, ask your friend what sort of help they'd like from you. They're not expecting you to solve the problem, and you've already done heaps just by listening. Asking will help your friend think about what to do next.</p> <p>Shhh. It's important that your friend keeps trusting you and feels like they're in control of the story. If you think someone else needs to know, tell your friend first. Together you can think about who can be trusted to talk to, but don't tell anyone until your friend is okay with it.</p>
<p>Tips to help a friend #5 Validate, don't blame</p>	<p>Validate. Tell your friend what they're feeling is right and okay. Let them know you think their feelings are real by repeating feeling words such as "It's okay you feel scared". Acknowledge you have feelings about it too, but try to keep the focus on your friend.</p> <p>Don't blame: In our society, it's pretty common for victims to be blamed for family violence. Try to avoid questions like "Why did you go there?" and "Why did you go out with them?" This can make your friend think they are responsible for what happened.</p>
<p>Tips to help a friend # 6 Get Help</p>	<p>Talk with your friend about how they want you to help. Encourage your friend to seek support. Every state has centres that can provide free, confidential and specialist counselling and information for survivors and their family and friends. They may also assist with medical, legal or other issues. Visit the website for contact details- www.thelookout.org.au</p>
<p>Types of family violence</p>	<p>Types of Family Violence: Relationship abuse is not just about physical violence and not always in a domestic or family environment. There are many other subtle forms of abuse which don't have telltale physical or visible signs and can take place between strangers, friends, lovers or even family members. Be on the lookout for these very damaging forms of abuse a friend might be experiencing:</p> <ul style="list-style-type: none"> • Social abuse • Emotional abuse • Sexual abuse • Financial abuse • Spiritual abuse • Verbal abuse • Physical abuse
<p>Social Abuse</p>	<p>Is your friend's partner acting like a control freak? Here are some of the warning signs your friend might be experiencing a subtle and often undetected form of abuse. Their partner might be:</p> <ul style="list-style-type: none"> • Reading their SMS before they do • Monitoring their online activity including accessing private Facebook, or Email accounts • Discouraging them from spending time with certain friends • Alienating them from family

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	<ul style="list-style-type: none"> • Taking or managing their income • Scrutinising their spending.
Emotional Abuse	<p>If your friend's partner always puts your friend down they may be crossing the line from 'just teasing' to serious emotional abuse. Emotional control is as damaging as physical abuse. Look out for the following types of behaviour towards your friends:</p> <ul style="list-style-type: none"> • Threats to break up • Anger and jealousy • Humiliation, manipulation or intimidation • Threats or actual self harm
Sexual Abuse	<p>We all know rape is a crime. Just as inexcusable is a partner pressuring, tricking, forcing or blackmailing your friend into sexual acts. Learning that someone you care about has been violated can be overwhelming. You might feel like there's nothing you can do but just showing you believe is a huge step. There are heaps of other things you can do to help your friend.</p>
Financial Abuse	<p>Forcing you to hand over control of income or assets, coercing you to take on debt or sign a contract, not allowing you to earn an income.</p>
Spiritual Abuse	<p>The mistreatment of a person who is in need of help, support or greater, spiritual empowerment, with the result of weakening, undermining, or decreasing that person's spiritual empowerment.</p>
Verbal Abuse	<p>A form of emotional abuse consisting of the use of abusive and demeaning language with a spouse, child, or elder, often by a caregiver or other person in a position of power.</p>
Physical Abuse	<p>Any intentional and unwanted contact with you or something close to your body.</p>

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