

Family Violence Resource Guide

Goulburn Valley & North East Victoria

Agencies	Area Covered	Phone	Key Services	
Specialist Family Violence Services				
Women's Domestic Violence Crisis Service	Free call - Victoria admin@wdvcs.org.au Free call - NSW	1800 015 188 1800 656 463 TTY 1800 671 442	VIC-Service providing information, support & referral, for women by women. NSW-Crisis counselling provided/ referral.	-24
Domestic Violence and Sexual Assault National Help Line	Free call - National	1800 200 526	Telephone counselling and provide referrals, available for females and males.	-24
Immigrant Women's Domestic Violence Service M-F 9.am-5.pm	Phone Interpreter Service – 24 hrs – Ph: 131 450 Rural Women can ring:	03 8413 6800 TTY-133 677 1800 755 988	Free for immigrant women and families in situations of family violence. Court assistance and cultural support. Interpretation available in over 20 languages .	
Aboriginal Services	Mungabareena (Wodonga) reception@mungabareena.com	02 6024 7599	First point of contact for indigenous families . Referrals and support.	R
	Rumbalara Family Services (Shepparton)	03 5831 2010	Mainly Greater Shepparton area but also Hume region.	
Betty's Place M-T 8.am-6pm Fri-8am-5pm	Albury	02 6041 4141	Women's Refuge and support for women escaping or trying to escape domestic violence. Emergency accommodation, outreach, support workers. Children's Support Worker available.	-24
Child Protection Crisis Line	Free call - Hume Region After Hours – Victoria	1800 650 227 131 278	Notification of children at risk from exposure to violence & abuse.	-24
Cooroonya Domestic Violence Service M-F 9am-5pm	Wangaratta and Benalla.	03 5722 1100 1800 721 100	Free, confidential service for women and children experiencing domestic and family violence. Provision of information options, refuge accommodation, emergency crisis assistance, support groups and after hours service. Court Support. Some outreach services.	-24 R
Goulburn Valley Community Health Service M-F 9am-5pm	Shepparton Shire of Moira: Yarrowonga (Tues) Cobram (Thurs)	03 5823 3200	Free counselling for women. Children referred to specialist counsellors . Advocacy, information & referral, court support.	R
Marian Community M-F 8.30am-5.pm	Refuge for women throughout Victoria	03 5821 9458	Refuge accommodation for women & children in all regions.	-24
	Outreach: Shepparton, Mooroopna, Moira Shire.	1800 015 188 (AH)	Counselling, advocacy, court support.	R
Mitchell Community Health M-F 8:30am-5.pm	Shires of Mitchell & Murrindindi. Shepparton based services include Nagambie.	03 5784 5555 AH-1800 015 188	Free, confidential service for women and children experiencing family violence. Counselling, advocacy, court support, referral.	R
Gateway Community Health M-F 9am-5pm	Wodonga, Shires of Towong, Indigo & Kiewa Valley admin@gatewaycommunityhealth.org.au	02 6022 8888	Free, confidential service for women and children experiencing family violence. Counselling, support, referral.	R
Other Family Violence Services for Women & Children				
Crisis Accommodation				
Cooroonya DV Services	Refuge for women throughout Victoria	03 5722 1100 1800 721 100	See full details under Specialist Services above.	R
Marian Community	Refuge for women throughout Victoria	03 5821 9458	See full details under Specialist Services above.	R

Key: Family Violence worker; outreach; - 24 after hours phone contact; R referrals; information

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Albury Wodonga Women's Refuge (Betty's Place) M-T 8.am-6pm Fri-8am-5pm	Includes Albury, Wodonga, Corryong, Mt. Beauty, Deniliquin and along the Murray	02 6041 4141	Short-term crisis accommodation/ refuge, counselling & group programs for women and children, assistance with court matters & practical support.	♀ ⓘ R 🚗 ☎-24
Short & Medium Term Accommodation				
Albury Supported Accommodation Service	Albury 9am -5pm Mon-Thurs	02 6021 6366	3-12 months accommodation for homeless women & children, emotional & practical support.	♀ ⓘ R
Pathways – Salvation Army	Shepparton Seymour	03 5833 1099 03 5799 1581	Accommodation for the homeless, emergency relief for material aid such as food vouchers etc. Emotional support and assistance.	ⓘ 🚗 R
Rural Housing Network	Wodonga Wangaratta Seymour Shepparton	02 6055 9000 03 5722 8000 03 5799 0944 03 5833 1000	Short to medium term (transitional) housing, advocacy and referral.	R
Counselling and Emotional Support for Women				
Albury Women's Centre Tues-Thurs 10am-4pm	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.	ⓘ R
Berry Street Victoria – Seymour	Shires of Mitchell & Murrindindi	03 5799 0039	Adults: by appointment, information and referrals.	ⓘ 🚗 R
Glenview Community Health	Rutherglen	02 6033 6200	Assessment, information and referrals for women and children, short to long term counselling.	ⓘ R
Corowa Community Health	Corowa Shire	02 6033 1340	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	Referral to specialist services, counselling for adults and children, mediation for youth and parents.	R
Relationships Australia	Shepparton M,Wed,Thurs -9am-5pm. Tues-12-8pm	03 5820 7444 1300 364 277	Women's support group for those who have experienced abuse. Small cost involved. Individual counselling.	ⓘ R
Yarrawonga District Health Service	Moira Shire: Yarrawonga, Cobram, Numurkah.	03 5743 8500	Short term FV counselling for women, referral and support.	ⓘ 🚗 R
Counselling & Support for Children & Adolescents				
Lifeline	Victoria national@lifeline.org.au	131 114	Phone crisis counselling service.	☎-24
Kid's Help Line	Victoria www.kidshelp.com.au	1800 55 1800	Counselling line for children and young people aged 5-18 years, email and web counselling.	☎-24
Berry Street Victoria – Seymour	Shires of Mitchell & Murrindindi	03 5799 0039	Foster care and group work.	🚗
Central Hume Support Services	Wangaratta & Wodonga	0357219864 02 6043 7400 0427 227 776	Counselling for children, advocacy, resources & referrals for years 0-18.	♀ ⓘ R
Cooroonya Domestic Violence Services	Wangaratta, Mansfield, Benalla	03 5722 1100	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)	Wangaratta, Benalla Shires of Mansfield, Alpine, Indigo & eastern half of Moira Shire	03 5720 2201 0357622880	Support for young people (12-25) at risk, and for their families.	ⓘ R 🚗
The Bridge Youth Services	Shepparton Seymour	03 5831 2390 03 5799 1298	Advocacy, referrals, support. Assistance with short-medium term accommodation - Seymour only.	ⓘ R

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Youth Emergency Service	Main Office	02 6058 6200	Family counselling, juvenile justice program, Youth Connections.	☎-24
	Albury Refuge	02 6021 7046	Accommodation and support for adolescents.	ⓘ R 🚗
Child & Adolescent Therapists				
Central Hume Support Services	Wodonga	02 6043 7400	Child & adolescent therapists.	
Court Support & Legal Advice				
Victoria Legal Aid Helpline 8.45am-5.15pm	Freecall - Victoria	1800 677 402	Legal information and some advice.	ⓘ R
	Shepparton Office Shepparton@vla.vic.gov.au	03 5823 6200	Shepparton office provides some duty lawyer services and advice.	
Women's Legal Services Victoria	Freecall – Victoria justice@vicnet.net.au	1800 133 302	Phone advice from female lawyers.	ⓘ R
Hume Riverina Community Legal Service (Albury-Wodonga) M-F 9.am-5.pm	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 Assistance Scheme	Albury (NSW jurisdiction)	02 6021 3059	Pre and post court support and information.	ⓘ R
Magistrates Court Check days open. Large courts: M-F 9am-5pm	Assistance Line Benalla Court (not Wed) Cobram Court (Wed) Corryong Court Mansfield Court (Wed) Myrtleford Court (Fri) Seymour Court Shepparton Court Wangaratta Court Wodonga Court	1300 352 000 03 5761 1400 03 5872 2639 02 6043 7000 03 5775 2672 03 5752 1868 03 5735 0100 03 5821 4633 03 5721 0900 02 6043 7000	Applications for intervention orders.	
Family Relationship Advice Line	National	1800 050 321	Free legal advice.	
Victims Assistance And Counselling Program. Victims of Crime Help Line Referral Service.	Wodonga	02 6056 6282	Support and case management to people who have experienced violent personal crime. Outreach is provided across the Hume region- Free service.	ⓘ R 🚗
	Shepparton- Seymour Tues/Fri – 9am-5am Wangaratta Mon/Thurs – 9am-5pm Freecall	03 5831 6967 03 5723 2038 1800 819 817		
Family Law Courts National Enquiry Centre	National Mon-Fri 8.30am-5pm	1300 352 000	Free legal advice.	
Consumer Affairs Victoria Helpline	Victoria Mon-Fri 9am-5pm	1300 558 181	Free legal advice.	
Victoria Aboriginal Legal Service	Region-wide	1800 064 865 03 5831 5840	Shepparton-based, liaison with Shepparton & Wodonga courts.	☎-24 ⓘ R
Aboriginal Comm Justice Panel	Shepparton based	0358313871 0413 602 766	First point of contact with police when an arrest occurs.	
Plus all six Family Violence Specialist Services mentioned in initial category				
Sexual Assault				
Sexual Assault Helpline	Freecall – Victoria	1800 806 292	After-hours assistance for victims of sexual assault, crisis support counselling & information.	☎-24 ⓘ R
Sexual Offences and Child Abuse Unit (SOCAU)	Wangaratta Benalla Seymour Wodonga Shepparton	03 5723 0895 03 5762 3746 03 5792 1211 02 6049 2670 03 5820 5878	Investigation of sexual assault against children and adults and physical abuse involving children. Available after hours for urgent matters.	☎-24 ⓘ R
Goulburn Valley Centre Against Sexual Assault M-F 9am-5pm	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 R 🚗

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NO INTEREST LOAN SCHEME- Women's Health Goulburn North East				
NILS- For women leaving a domestic violent situation. Women's Health Goulburn North East Mon-Friday 9am-5pm	The Hume Region- Wangaratta Benalla Shepparton Seymour Wodonga Mansfield Corryong	0357223009	Eligibility includes women who are : <ul style="list-style-type: none"> • Living in the Hume region and have experienced DV recently. • Willing to be in contact with a DV service. • On a low income. • Interested in developing financial confidence and understanding. Loan purchase may include: Fridge, washing machine, medical procedure, educational one off costs.	ⓘ
Women's Safety				
Bsafe Project Women's Health Goulburn North East	North East and Goulburn Valley	03 5722 3009	Bsafe emergency kits for women experiencing domestic violence. Kits can be installed and provided to women in their homes for emergency police response.	ⓘ 🚚
Community Education and Information				
WIRE – Women's Information	Victoria www.wire.org.au	1300 134 130	Website with multiple links to regional information.	ⓘ R
Women's Health Goulburn North East Mon-Friday 9am-5pm	Hume Region www.whealth.com.au	03 5722 3009	Free Public library. Family violence prevention training and education. Referral.	ⓘ
Domestic Violence and Incest Resource Centre (DVIRC)	Victoria M-F 9am-1pm & 1.30pm-5pm www.dvirc.org.au	03 9486 9866	Specialist resources in domestic violence and incest. Contact details for local support services.	ⓘ
Men's Services				
Men's Referral Service M-F 12 noon-9pm	Freecall – Victoria www.mrs.org.au	1800 065 973 03 9428 2899	Anonymous, free, confidential referral service by men for men, re their anger or violence towards their partner or family. Relationship issues.	R ⓘ
Men's Line Australia	Australia-wide	1300 789 978	Call line for men in crisis: information and contacts.	☎- 24 ⓘ R
Men's Hostel (Quamby House)	Albury area: men 18 years plus.	02 6021 7860	Bedding, short-term accommodation, some medium -term.	☎- 24 R ⓘ 🚚
Familycare	Shepparton & Goulburn Valley, Seymour, Mitchell, Murrindindi, Moira & Strathbogie Shires	03 5735 4600	Confidential counselling for men, group work for anger management.	R
Relationships Australia	Shepparton-based	03 5820 7444	Individual counselling, Men's Behaviour Change courses.	ⓘ R
Upper Hume Community Health	Wodonga, Shires of Towong, Indigo and Kiewa Valley	02 6022 8888	Men's behaviour change course, men's support group, women partner support program.	♂ ⓘ R
Yarrowonga District Health Service	Moira Shire: Cobram Yarrowonga, Numurkah, Nathalia	03 5743 8111	Short-term FV counselling for men who use violence, referral to appropriate resources.	ⓘ R
Mitchell Community Health M-F 8.30am	Shires of Mitchell and Murrindindi	0357 845 555 1300 773 352 1800 015 188	Men's Behavioural Change Groups for men who are concerned about their violence and want to do something about it.	ⓘ R

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BREAK THE SILENCE ON DOMESTIC VIOLENCE	
Tips to help a friend #1 Look out for signs your friend has been a victim of abuse. Are they:	<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?
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:	<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.
Tips to help a friend #3 Listen and Believe	<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>
Tips to help a friend #4 Ask. SHHH.	<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, but don't tell anyone until your friend is okay with it.</p>
Tips to help a friend #5 Validate, don't blame	<p>Validate. Tell your friend what they're feeling is right. Let them know you think their feelings are real by repeating feeling words such as "It's okay you feel scare". 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 assault. 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>
Tips to help a friend # 6 Get Help	Talk with your friend about what would help stop the abuse (if it is still happening), or 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.stopviolence.com.au
Stop Abuse	Types of abuse: 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: <ul style="list-style-type: none"> • Social abuse • Emotional Abuse • Sexual abuse
Social Abuse	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: <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 • Taking or managing their income • Scrutinising their spending.
Emotional Abuse	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: <ul style="list-style-type: none"> • Threats to break up • Anger and jealousy • Humiliation, manipulation or intimidation • Threats or actual self harm
Sexual Abuse	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. Check the website for a step-by-step guide – www.stopviolence.com.au

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