

# RESPONDING

## TO CLIENTS & FAMILIES

# EXPERIENCING DOMESTIC AND FAMILY VIOLENCE FORSTER

### RECOGNISE

**You can always consult with your local DFV Specialist Service**  
Great Lakes Women's Shelter: (02) 6555 9835  
Taree Women's and Children's Refuge: (02) 6551 0011

**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.  
Get information here: [www.dvnsw.org.au](http://www.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: (02) 6527 7800

### RISK ASSESSMENT

**DFV is life threatening**  
In an emergency, call: 000

**Follow your organisation's policies**  
(e.g. your risk assessment, DVSAT)

**DFV places children at risk**  
Make a mandatory report by phone: 132 111  
or online [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

**Develop a safety plan**  
1800 Respect or [areyousafeathome](http://areyousafeathome)

**DFV and Technological Safety**  
[wesnet.org.au](http://wesnet.org.au)  
[www.1800respect.org.au/help-and-support/technology-and-safety](http://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.

**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.

**If 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  
Great Lakes Women's Shelter: 0473 187 226 or (02) 6555 9835  
WDVCAS (AVO support): (02) 6551 3356 | Men's Line: 1300 789 978  
Men's Referrals Service: 1300 766 491 ([ntv.org.au](http://ntv.org.au))  
**Children and Young People:** Youth Refuge: (02) 6551 6996  
Homebase Youth Services: (02) 6555 5622  
**Other options to support the plan to leave**  
CatholicCare Renewing Pathways & Staying Home Leaving Violence (02) 6539 5900  
Forster Neighbourhood Centre: (02) 6555 4351  
Family Connect and Support: 1800 758 589  
Many Rivers Aboriginal Legal Service: (02) 6562 5856  
Services Australia: [servicesaustralia.gov.au](http://servicesaustralia.gov.au)  
**Victims Services**  
Access Line: 1800 633 063 Aboriginal Contact Line: 1800 019 123  
[www.victimsservices.justice.nsw.gov.au](http://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](http://www.facs.nsw.gov.au/housing/help/ways/start-safely)  
Banks: Check for support from the client's bank  
[www.commbank.com.au/support/dv-assistance.html](http://www.commbank.com.au/support/dv-assistance.html)  
[www.nab.com.au/about-us/social-impact/customers/domestic-and-family-violence](http://www.nab.com.au/about-us/social-impact/customers/domestic-and-family-violence)

**Immediate needs support options**  
WDVCAS (AVO support): (02) 6551 3356  
[www.familyviolencelaw.gov.au/domestic-violence-orders/](http://www.familyviolencelaw.gov.au/domestic-violence-orders/)  
Taree Women's and Children's Refuge: (02) 6551 0011  
Great Lakes Women's Shelter: (02) 6555 9835 or 0473 187 226 | Law Access: 1300 888 529  
Family Relationships Advice Line: 1800 050 321  
**Children and Young People:** Youth Refuge: (02) 6551 6996  
Homebase Youth Services: (02) 6555 5622  
**Other supports available**  
Migrant Support Services: (02) 6553 5121  
Tobwabba Aboriginal Support Service: (02) 6555 6271  
Family Connect and Support: (02) 6552 3072  
Many Rivers Aboriginal Legal Service: (02) 6562 5856  
Start Safely (subsidies for private rentals): 1300 245 468  
[www.facs.nsw.gov.au/housing/help/ways/start-safely](http://www.facs.nsw.gov.au/housing/help/ways/start-safely)  
Services Australia: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)  
**Victims Services** - Access Line: 1800 633 063 Aboriginal Contact Line: 1800 019 123  
[www.victimsservices.justice.nsw.gov.au](http://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](http://www.commbank.com.au/support/dv-assistance.html)  
[www.nab.com.au/about-us/social-impact/customers/domestic-and-family-violence](http://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/](http://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](http://www.victimsservices.justice.nsw.gov.au)  
Mental Health Care Plan - See your GP for a referral  
Manning Support Services free counselling: (02) 6551 1800  
Family Connect and Support: (02) 6552 3072  
Homebase Youth services: (02) 6555 5622  
CatholicCare Renewing Pathways: (02) 6539 5900  
**Aboriginal Family Violence Support**  
Tobwabba Aboriginal Support Service: (02) 6555 6271 | TIDE: (02) 6552 3652  
Uniting FDV Programs: 0466 012 016 | Migrant Support Services: (02) 6553 5121  
**Men's 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](http://matebystander.edu.au)



#dfviseveryonesbusiness