

Responding to Clients & Families Experiencing Domestic and Family violence

BELLINGEN SHIRE

RECOGNISE

**YOU CAN ALWAYS CONSULT
WITH YOUR LOCAL DFV
SPECIALIST SERVICE:**
Warrina DFV Specialist Service
(02) 6652 4000 | warrina.org.au
Lifetime Connect Victims of Crime
Support: 0484 859 851
vocintake@lifetimeconnect.org.au

WANT TO KNOW MORE?
You can get info on DFV here:
LegalAid: legallaid.nsw.gov.au
eSafety Commissioner:
esafety.gov.au
[Our Watch – Change the Story](#)
[Wesnet – Tech Safety Toolkit](#)

DFV DOESN'T DISCRIMINATE
DFV impacts diverse
communities in different ways.
Find information here:
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: Bello
Youth Hub (02) 6653 0381, Wesley (02) 5646 5755 or Blue Sky
(02) 5632 4020 | Reconnect - Youth enquiries (02) 6568 2522
alon.shmuel@lifetimeconnect.org.au | Men Using Violence: Safer Futures -
Men's Behaviour Change program 0448 504 627

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, DVSAT:
[DVSAT](#) | For support, call WDVCS:
(02) 6650 0302
[It Left No Marks](#) risk assessment can
be used alongside DVSAT if
strangulation has occurred.

**DFV PLACES CHILDREN
AT RISK**
Make a mandatory report by phone:
132 111 or [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
[Making a safety plan](#) | [Full Stop Australia](#)
Your service may already have a plan in place. If not, you can
contact 1800 Respect or your local DFV Specialist Service (Warrina).
Clients can download apps like the [Empower You App](#) or 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

**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 55 1800 or Family Connect and Support: 1800 327 679

**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

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.

THE CLIENT DISCLOSES THEY NEED TO LEAVE URGENTLY
Link2Home: 1800 152 152 | DV Line: 1800 65 64 63
Warrina SHS Women & Children's refuge & outreach support
(02) 6652 4000 | hello@warrina.org.au | Men's Line: 1300 789 978
Men's Referrals Service: 1300 766 491 | ntv.org.au
Young People (12-18): Bello Youth Hub: (02) 6653 0381
Wesley: (02) 5646 5755 or Blue Sky: (02) 5632 4020
Reconnect - Youth enquiries (02) 6568 2522
alon.shmuel@lifetimeconnect.org.au
Other options to support a plan to leave
WDVCAS Court Advocacy (02) 6650 0302,
wdvcas@warrina.org.au / coffs@nvvas.org.au | Mid North Coast
Community Legal Centre: (02) 6580 2111 Services Australia:
servicesaustralia.gov.au | Victims Services: Access Line:
1800 633 063 | Aboriginal Contact Line: 1800 019123
victimsservices.justice.nsw.gov.au | Start Safely (subsidies for
private rentals): 1800 269 672 | dcj.nsw.gov.au Banks: Check for
support from the client's bank: commbank.com.au | nab.com.au
Escaping Violence Payment info: wesleymission.org.au
Lifetime Connect Victims of Crime Support: 0484 859 851
vocintake@lifetimeconnect.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 55 1800 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
WDVCAS Court Advocacy (02) 6650 0302 | wdvcas@warrina.org.au
coffs@nvvas.org.au
Staying Home Leaving Violence (SHLV) - supports women and children
to stay in their homes (02) 6652 6693 | shlv@warrina.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
familyviolencelaw.gov.au
Start Safely (subsidies for private rentals): 1800 269 672
dcj.nsw.gov.au | Law Access: 1300 888 529 | Family Relationships
Advice Line: 1800 050 321 | Escaping Violence Payment info:
wesleymission.org.au | Lifetime Connect Victims of Crime Support:
0484 859 851 | vocintake@lifetimeconnect.org.au
Support for men excluded from the home due to DFV
Safer Futures - Men's Behaviour Change program: 0448 504 627
saferfutures@warrina.org.au | 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 Court Advocacy (02) 6650 0302
wdvcas@warrina.org.au | coffs@nvvas.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
familyviolencelaw.gov.au
Victims' Services Counselling
victimsservices.justice.nsw.gov.au
Mental Health Care Plan: See your GP for a referral
Support for Men who use Violence
Safe Futures: 0448 504 627
Men's Referral Service (by phone): 1300 766 491
Safer Futures - Men's Behaviour Change program:
0448 504 627 | saferfutures@warrina.org.au

RESTORE

Your safety and wellbeing are 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