

# Responding to Clients & Families Experiencing Domestic and Family violence

## COFFS HARBOUR

### RECOGNISE

**YOU CAN ALWAYS CONSULT  
WITH YOUR LOCAL DFV  
SPECIALIST SERVICE:**  
Warrina DFV Specialist Service  
(02) 6652 4000  
[warrina.org.au](http://warrina.org.au)

**WANT TO KNOW MORE?**  
You can get info on DFV here:  
LegalAid: [legallaid.nsw.gov.au](http://legallaid.nsw.gov.au)  
eSafety Commissioner:  
[esafety.gov.au](http://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](http://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: [Wesley](#) (02) 5646 5755 or [Groundworks](#) (02) 5632 4020  
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 WDVCA:  
(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

**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 656 463  
Warrina SHS - Women & Children's refuge & outreach support  
66524000 [hello@warrina.org.au](mailto:hello@warrina.org.au)  
Men's Line: 1300 789 978 | Men's Referrals Service: 1300 766 491  
[ntv.org.au](http://ntv.org.au)  
Young People (12-18): [YPSpace](#) (02) 6563 1230  
  
**Other options to support a plan to leave**  
WDVCAS Court Advocacy (02) 6650 0302  
[wddcas@warrina.org.au](mailto:wddcas@warrina.org.au) / [coffs@nvvas.org.au](mailto:coffs@nvvas.org.au)  
Mid North Coast Community Legal Centre: (02) 6580 2111  
Services Australia: [servicesaustralia.gov.au](http://servicesaustralia.gov.au)  
Victims Services: Access Line: 1800 633 063  
Aboriginal Contact Line: 1800 019123  
[victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au) | Start Safely (subsidies for  
private rentals): 1800 269 672 | [dcj.nsw.gov.au](http://dcj.nsw.gov.au)  
Galambila Heal Families program: 0427 877 141  
Banks: Check for support from the client's bank:  
[commbank.com.au](http://commbank.com.au) | [nab.com.au](http://nab.com.au)

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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](http://victimsservices.justice.nsw.gov.au)  
WDVCAS Court Advocacy (02) 6650 0302  
[wddcas@warrina.org.au](mailto:wddcas@warrina.org.au) / [coffs@nvvas.org.au](mailto:coffs@nvvas.org.au)  
Mid North Coast Community Legal Centre: (02) 6580 2111  
[familyviolencelaw.gov.au](http://familyviolencelaw.gov.au)  
Staying Home Leaving Violence (SHLV) - supports women and children  
to stay in their homes (02) 6652 6693 | [shlv@warrina.org.au](mailto:shlv@warrina.org.au)  
Start Safely (subsidies for private rentals): 1800 269 672  
[dcj.nsw.gov.au](http://dcj.nsw.gov.au) | Law Access: 1300 888 529  
Family Relationships Advice Line: 1800 050 321  
Escaping Violence Payment info: [wesleymission.org.au](http://wesleymission.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](mailto:saferfutures@warrina.org.au)  
Men's Referral Service (by phone): 1300 766 491

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[wddcas@warrina.org.au](mailto:wddcas@warrina.org.au) / [coffs@nvvas.org.au](mailto:coffs@nvvas.org.au)  
Mid North Coast Community Legal Centre: (02) 6580 2111  
[familyviolencelaw.gov.au](http://familyviolencelaw.gov.au)  
Galambila Aboriginal Health Service: (02) 6652 0800  
**Victims Services Counselling**  
[victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au)  
Mental Health Care Plan: See your GP for a referral  
**Support for Men who use Violence**  
Men's Referral Service (by phone): 1300 766 491  
Safer Futures - Men's Behaviour Change program  
0448 504 627 | [saferfutures@warrina.org.au](mailto: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](http://matebystander.edu.au)