

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 Refuge: (02) 6551 0011

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: (02) 6527 7800

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.

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
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
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
Victims Services
Access Line: 1800 633 063 | Aboriginal Contact Line: 1800 019 123
www.victimsservices.justice.nsw.gov.au
Start Safely (subsidies for private rentals): 1300 245 468
www.facs.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

IMMEDIATE NEEDS SUPPORT OPTIONS
WDVCAS (AVO support): (02) 6551 3356 | www.familyviolencelaw.gov.au
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 | Services Australia: www.servicesaustralia.gov.au
Victims Services - Access Line: 1800 633 063 | Aboriginal Contact Line: 1800 019 123
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
www.nab.com.au
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
Victims Services
Access Line: 1800 633 063 | Aboriginal Contact Line: 1800 019 123 | 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

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