

# Responding to Clients & Families Experiencing Domestic and Family violence

# GLOUCESTER

## RECOGNISE

**YOU CAN ALWAYS CONSULT  
WITH YOUR LOCAL DFV  
SPECIALIST SERVICE:**  
Taree Women's Refuge:  
(02) 6551 0011  
(24hrs, 7 days a week)

**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: (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

**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.

**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.

Remember to follow the client's  
lead - they are the experts on  
how to keep themselves safe.

## REFER

**THE CLIENT DISCLOSES THEY NEED TO LEAVE URGENTLY**  
Link2Home: 1800 152 152 | DV Line: 1800 656 463  
Compass Housing Service: 1300 333 733 | Taree Women's and Children's Refuge:  
(02) 6551 0011 | Men's Line: 1300 789 978  
Men's Referrals Service: 1300 766 491 | [ntv.org.au](http://ntv.org.au)  
WDVCAS (AVO support): (02) 6551 3356  
**Children and Young People**  
Youth Refuge: (02) 6551 6996 | Homebase Youth Services: (02) 6555 5622  
**Support Programs**  
Breakthru Family Mental Health Support Service: 1800 767 212  
CatholicCare Renewing Pathways & Staying Home Leaving Violence:  
(02) 6539 5900 | Uniting Kids Can Women Can: 1800 864 846  
**Other options to support planning to leave**  
Family Connect and Support: 1800 758 589  
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](http://www.facs.nsw.gov.au) | Bucketts Way Neighbourhood Group Safety Net  
Programme: (02) 6558 2454 | **Banks:** Check for support from the client's bank:  
[commbank.com.au](http://commbank.com.au) | [nab.com.au](http://nab.com.au)  
Escaping Violence Payment info: [wesleymission.org.au](http://wesleymission.org.au)  
Lifetime Connect Victims of Crime Support: 0484 859 851  
[vocintake@lifetimeconnect.org.au](mailto:vocintake@lifetimeconnect.org.au)

**IMMEDIATE NEEDS SUPPORT OPTIONS**  
WDVCAS (AVO support): (02) 6551 3356  
[www.familyviolencelaw.gov.au](http://www.familyviolencelaw.gov.au)  
Taree Women's and Children's Refuge: (02) 6551 0011  
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  
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)  
Start Safely (subsidies for private rentals): 1300 245 468  
[www.facs.nsw.gov.au](http://www.facs.nsw.gov.au) | Bucketts Way Neighbourhood Group Safety Net  
Programme: (02) 6558 2454 | **Banks:** Check for support from the client's bank:  
[commbank.com.au](http://commbank.com.au) | [nab.com.au](http://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](http://www.familyviolencelaw.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)  
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  
CatholicCare Renewing Pathways: (02) 6539 5900  
**Aboriginal Family Violence Support**  
Tobwabba Aboriginal Support Service: (02) 6555 6271  
TIDE: (02) 6552 3652 | Bucketts Way Neighbourhood Group  
Safety Net Programme: (02) 6558 2454  
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, 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.

## 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)