

Responding to Clients & Families Experiencing Domestic and Family violence

PORT MACQUARIE

RECOGNISE

YOU CAN ALWAYS CONSULT WITH YOUR LOCAL DFV SPECIALIST SERVICE:

[Liberty](#) Domestic and Family Violence Specialist Services:
info@libertyservices.org.au (02) 6583 2155
Kempsey Families Inc: (02) 6563 1588
[kempseyfamilies.org.au](#)

WANT TO KNOW MORE?

You can get info on DFV here:
LegalAid: [legalaid.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: [YPSpace](#): (02) 6584 0066

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) 6584 0053
[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 [areyouafeathome](#)
[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 (Liberty).
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 551 800 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
Liberty: (02) 6583 2155 Men's Line: 1300 789 978
Men's Referrals Service: 1300 766 491 [ntv.org.au](#)
Young People (12-18): [YPSpace](#) (02) 6584 0066

Other options to support a plan to leave

WDVCAS (AVO support): (02) 6584 0053
lcport@midcoast.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](#)
WERIN Aboriginal Medical Centre (02) 6589 4000
Banks: Check for support from the client's bank:
[commbank.com.au](#) | [nab.com.au](#)
Escaping Violence Payment info: [wesleymission.org.au](#)

CLIENT WANTS TO STAY AT HOME BUT HAVE THE PERSON USING VIOLENCE REMOVED

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Victims Services supports available
Access Line: 1800 633 063 | Aboriginal Contact Line: 1800 019 123
[victimsservices.justice.nsw.gov.au](#)
WDVCAS (AVO support): (02) 6584 0053 / lcport@midcoast.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
[familyviolencelaw.gov.au](#)
Liberty: (02) 6583 2155 | WERIN Aboriginal Medical Centre (02) 6589 4000 | Staying Home, Leaving Violence: 0437 003 154
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 Migrant Support Services: (02) 6553 5121
Support for men excluded from the home due to DFV
Men's Referral Service (by phone): 1300 766 491

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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 (DFV Information and Supports): (02) 6584 0053
lcport@midcoast.org.au
Mid North Coast Community Legal Centre: (02) 6580 2111
[familyviolencelaw.gov.au](#)
WERIN Aboriginal Medical Centre (02) 6589 4000
Victims Services Counselling
[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
Men's Behaviour Change Programs: Group work and/or Intense Case Management (Kempsey): 0437 737 818

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](#)