

Family & Domestic Violence Information Sheet – Victoria (VIC)

Disclaimer: The information below should not be considered an exhaustive list. Please contact organisations and services directly for the most up to date information and to enquire further about eligibility. Red Cross does not make any determinations about eligibility for any of the third-party services listed.

National telephone services and online resources

1800 RESPECT (1800 737 732)

When you contact [1800 RESPECT](#), you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation. They will work to help identify what you can do and find the right services or support for you. 1800 RESPECT is available 24 hours a day, seven days a week.

Lifeline – 13 11 14

A short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe. Confidential one to one support with a trained telephone crisis supporter.

Kids Helpline – 1800 55 1800

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 phone counselling service for young people aged 5 to 25. Kids Helpline is also available via [WebChat](#).

Relationships Australia

Providing relationship support services for individuals, families and communities. Relationships Australia is a community-based, not-for-profit Australian organisation with no religious affiliations. Services are for all members of the community, regardless of religious belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Family Safety Pack

[An online resource](#) with information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage. It aims to reduce violence against women from CALD backgrounds, by ensuring an understanding of rights and where to get support. It includes factsheets and is translated into over 40 languages.

Your Toolkit

The aim of [Your Toolkit](#) is to provide you and your family with support and help on the path to a more independent, confident and safe life. It has been built in consultation with women who have experienced domestic and family violence, support worker and industry professional who understand the needs of women and families experiencing abuse.

Our Watch

Our Watch is a national leader in the primary prevention of violence against women and their children in Australia. The website includes many useful [tools and resources](#).

State and territory support services

The [Domestic Violence Resource Centre](#) (online) provides links to services in each state and territory:

- [ACT – Canberra](#)
- [\(NSW\) – New South Wales](#)
- [\(NT\) – Northern Territory](#)
- [\(QLD\) – Queensland](#)
- [\(SA\) – South Australia](#)
- [\(TAS\) – Tasmania](#)
- [\(VIC\) – Victoria](#)
- [\(WA\) – Western Australia](#)

Migrant and refugee support services

In Touch Multicultural Centre Against Family Violence (VICTORIA)

Working with migrant, refugee and culturally and linguistically diverse (CALD) women and children who are victim survivors of domestic violence. In Touch has a pool of bilingual and bi-cultural workers who provide case management, outreach, secondary consultations and referrals.

In Touch also deliver legal support to migrant and refugee women experiencing family violence.

Phone (03) 9413 6500, Monday to Friday 9am – 5pm or visit the [In Touch website](#).

Women’s Health West

Women’s Health West provide crisis outreach and court support, housing establishment and crisis accommodation options, counselling and group work programs for women and children. Contact [Women’s Health West](#) on (03) 9689 9588 or 1800 015 188 (after hours).

General family & domestic violence support services

Latrobe Community Health Service

A Community Health Service offering more than 120 programs including family violence services. [Latrobe Community Health Service](#) provides women and children family violence counselling, child and adolescent sexual assault counselling and mainstream and Indigenous Men’s Behaviour Change Programs. Different locations offer different programs and services. Call main number to be directed to the appropriate site.

Phone: 1800 242 696

The Sexual Assault & Family Violence Centre

The SAFV Centre offers a wide range of free and confidential services for adults, children and young people who have experienced sexual assault or family violence. Services include a 24/7 crisis care hotline – 1800 806 292, case management, counselling and therapeutic support.

SAFV has three locations in Geelong, Horsham and Footscray. [Visit the website](#) for more information.

LGBTIQ+ specific services

Information on health and counselling services, social groups, legal support, multicultural specific services, and other services can be found on this [national LGBTIQ+ directory](#).

Q Life

A peer run counselling and referral service for people who are LGBTIQ+ providing early intervention, peer supported telephone and web-based services to people of all ages across the full breadth of people’s bodies, genders, relationships, sexualities, and lived experiences.

Phone counselling and web chat services are available 7 days a week, between the hours of 3:00pm – 12:00am. Visit the [Q Life website](#) for more information.

Another Closet

A [website for people in LGBTIQ relationships](#) who are, or may be, experiencing domestic or family violence. The website also contains the [contact details for a range of services](#) that can offer information, support and referral to individuals experiencing domestic and family violence.

Rape & Domestic Violence Services Australia (RDVSA)

To find a support services in your state or territory visit the [website](#).

With Respect – 1800 542 847

w|respect is a specialist LGBTIQ+ family violence service supporting both people in LGBTIQ+ communities and their families affected by family violence. After hours counselling is available on Wednesday, between 5pm and 11pm, and on Saturday and Sunday, between 10am and 10pm.

Uniting Care runs the peer support program QRAC. Contact Ian (0400 121 907), Jayke (0448 440 991) or Andi (0409 091 734) for more information.

Male specific services

Dads in distress

With face-to-face groups in [Victoria, New South Wales and Queensland](#), and a national support line operating Monday to Saturday, 8:30am – 5:00pm. Phone – 1300 853 437.

Mensline Australia – 1300 789 978

A 24/7 telephone support for men and boys dealing with family and domestic violence.

For more information visit the [Mensline website](#).

Men's Referral Service – 1300 766 491

Who can the [Men's Referral Service](#) support?

- Men who have or are still behaving abusively
- Family members who are impacted by a man's use abusive behaviours
- Friends, family or colleagues of people who may be using or experiencing family violence and wish to understand how to support their friends, family, or colleagues
- Professionals wishing to support a client who is using or experiencing family violence

When you call:

- You can remain anonymous – you don't need to give us your name or any identifying details
- We will listen to you and treat you with respect
- We will do our best to help you
- We will provide you with referrals to local services that will help you take the next steps

Additional financial support

Escaping Violence Payment (Uniting)

The Escaping Violence Payment trial will provide women with financial assistance of up to \$1,500 in cash with the remainder available for goods and services or direct payments of bonds, school fees or other support to help establish a safe home.

The UnitingCare Australia Consortium has been selected as the service provider to deliver the payments and will also support women to engage with other relevant services that support women and their children. This includes other Commonwealth or state and territory government funded community services.