

Mapping of Family Violence Services – Frankston and Mornington Peninsula July 2020

Immediate response/referral pathways

Organisation	Purpose	Catchment	Target Population	Programs	Contact
Police	Immediate response	State wide	Anyone in immediate danger		Immediate response - 000 Frankston- 9784 5555 Hastings- 5970 4900 Mornington- 5970 4900 Rosebud-5986 0444
Safe Steps	24/7 crisis support	State wide	Women and Children	Crisis support following incident/immediate danger	03 9322 3544 or 1300 739 282 (Hospital staff only) or 1800 015 188 (public)
DHHS Child Protection	Child Protection	State wide	Adults and professionals working with vulnerable children up to 17yo	Child-centred, family focused services to protect children and young people from significant harm caused by abuse or neglect within the family	Intake – 1300 655 795 (South Division) After hours – 13 12 78
Orange Door	Family Safety Victoria The Salvation Army (Victoria) Property Trust Anglicare Victoria Family Life Limited Ngwala Willumbong Limited Victorian Aboriginal Child Care Agency Cooperative Limited WAYSS Ltd Peninsula Health Good Shepherd Australia New Zealand Children Australia Inc. (OzChild) Uniting (Victoria and Tasmania) Limited	Bayside Peninsula Region	Women and children	Intake point for women, children and young people who are experiencing family violence or families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported.	1800 319 353
1800 RESPECT	National counselling helpline, information and support 24/7	National	Victims of family violence	National sexual assault and family violence counselling service	1800 737 732
Peninsula Health	Community Health counselling	Frankston City Council and MP	Any MP shire or Frankston City	Free, anonymous, confidential counselling with social workers and psychologists on	Access: 1300 655 781

Community Health sites – Frankston, Mornington, Rosebud and Hastings.		Shire residents	Council resident	various issues including family violence.	
	Keeping Families Safe		Parents, carers, family members and young people aged 12-18 years when adolescent violence in the home is occurring	Family work, case management and group work for families.	
	Aboriginal and Torres Strait Islander Health Service		Aboriginal and Torres Strait Islanders, and their partners and carers	Referral service to support Aboriginal and Torres Strait Islander people to access culturally suitable services	
SECASA (South Eastern Centre Against Sexual Assault)	Specialist sexual assault and family violence service	Cities of Frankston, Bayside, Kingston, Port Phillip, Stonnington, Glen Eira, Dandenong, Casey, Shire of Cardinia and Mornington Peninsula.	Adults, children and young people who have experienced sexual assault or family violence.	Therapeutic interventions and counselling following sexual assault and/or family violence, to victim/survivors and other affected family members; 24/7 sexual assault crisis response; AWARE program for children and young people with harmful sexual behaviours, and their families; Community education and prevention work, including programs in schools; Professional training.	03 9928 8741
CASA House (Centre Against Sexual Assault)	Specialist sexual assault service	State wide (SECASA is dedicated to the LGA's listed above)	Men and women who have experienced sexual assault	Crisis care, Counselling, advocacy, support groups, sexual assault prevention program for secondary schools	03 9635 3600 (During business hours) or 03 9635 3610 for 24/7 counselling and support
Sexual Assault Crisis Line (after hours)	Specialist sexual assault service including immediate crisis response for recent sexual assault (after hours response)	State wide	24 hour support for past or recent sexual assault. Immediate crisis response available for recent sexual assault (last 2 weeks)	After hours response following sexual assault including telephone crisis counselling support, information, advocacy, referral and co-ordination of a crisis care response to recent victim/survivors of sexual assault (within 2 weeks).	1800 806 292 (weeknights from 5pm – 9am, weekends and public holidays)
EMERGE	Specialist family violence service	State wide	Woman and children	Support women and children experiencing family violence. Outreach community support, refuge, community education, art	1300 536 330

				therapy for children, counselling, legal support and advocacy	
Djirra (formerly the Aboriginal Family Violence Prevention and Legal Service Victoria)	Family Violence prevention service for Aboriginal Women	State wide	Aboriginal people affected by family violence or sexual assault	Support for Aboriginal people experiencing or recovering from family violence or sexual assault, and works with families and communities affected by violence.	1800 105 303
Elizabeth Morgan House	Specialist family violence services to Aboriginal Women	State wide	Aboriginal women and children, parents of Aboriginal children as well as partners and ex-partners of Aboriginal people.	Support for Aboriginal women who are experiencing family violence. Culturally sensitive specialist family violence support, including support to access secure refuge accommodation, court support, outreach and counselling.	03 9403 9400
InTouch Multicultural Centre Against Family Violence	Specialist family violence service for women from migrant and refugee backgrounds, their families and communities in Victoria.	State wide	Woman and children from CALD backgrounds	Information and referral, culturally appropriate support, advocacy and complex case support, assistance to obtain accommodation and housing, assistance with legal issues and court support, living skills/personal development and therapeutic group work.	For consumers – 1800 755 988 For general information and enquiries – 03 9413 6500
Gay and Lesbian Switchboard Vic	Peer driven support service for the lesbian, gay, bisexual, transgender and gender diverse, intersex, queer, asexual people, their families, allies and communities.	State wide	LGBTIQ+ people and their families who have experienced or are experiencing family violence.	Counselling, information and referrals for LGBTIQ+ community.	03 9663 2939 or freecall (Vic and Tas) 1800 184 527 Mon-Thurs 6-10pm, Wed 2-10pm, Fri-Sun & public holidays 6-9pm.
Thorne Harbour	Specialist family violence support for LGBTIQ+ people	State wide	LGBTIQ+ people who have/are experiencing family violence	Counselling services and family violence flexible support packages for people experiencing family violence.	03 9865 6700 https://thorneharbour.org/lgbti-health/relationship-family-violence/
Seniors Rights Victoria	Specialist Elder Abuse service	State wide	Any Victorian 60yrs and above or any Indigenous Victorian 45yrs and above experiencing elder abuse. Professionals and community members requiring advice.	Support for Victorian's experiencing elder abuse, includes helpline, specialist legal service, short term support and advocacy for individuals and education.	1300 368 821

Better Place Australia	Specialist Elder Abuse service	National	Any Victorian 60yrs and above or any Indigenous Victorian 50yrs and above experiencing elder abuse.	Provides advocacy and support, counselling, facilitated family meetings, financial counselling, mediation, conflict resolution and agreement formulation between concerned parties when appropriate.	1800 639 523
Enhanced Maternal and Child Health Service	An extension of Universal Maternal and Child Health Services; a more intensive level of support which offers flexible actions and interventions to families who would benefit from targeted support. In some circumstances, includes short term case management.	State wide by LGA	Families with children under the age of 4yo.	Aims to provide a more intensive level of support for children and families at risk of poor outcomes	Frankston City Council: 9784 1756 Mornington Peninsula Shire: 5950 1099

Legal support

Organisation	Purpose	Catchment	Target Population	Programs	Contact
Peninsula Community Legal Centre	Legal advice and legal services	People who live, work or study in the municipalities of Frankston, Casey, Cardinia, Glen Eira, Kingston and Mornington Peninsula.	Women and men	Legal information, advice, referrals and representation to victims of family violence.	03 9783 3600
Women's legal service	Legal advice and legal services	State wide	Women	Legal information, advice, referrals and representation to women in Victoria. Develop and implement preventative FV programs and influence the development of legal policy and law reform. Education, training and professional development.	03 8622 0600
Victorian Legal Aid	Legal advice and legal services	State wide	Woman and men	Legal information, advice, referrals and representation.	1300 792 387
Frankston Magistrates Court	Court support for women required to attend court for family violence related matter.	Any woman attending Frankston Magistrates Court	Women and children	Non-legal information and support at the court premises to persons who have experienced family violence, support to	9784 5777

				address immediate safety risks, referrals for ongoing support, counselling and longer term safety planning.	
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Training, education and resources

Organisation	Purpose	Catchment	Target Population	Programs	Contact
South Safe	Web page for Family Violence workers and general workers in the Bayside Peninsula Area of Melbourne	Bayside Peninsula area	Professionals working with people experiencing family violence	Includes information for professionals responding to family violence, links to local FV services, links to networks and working groups including contact details, training for professionals, resources for professionals.	https://southsafe.com.au/
Domestic Violence Victoria (DV Vic)	Peak body for advocacy and reform	State wide	Communities, businesses, government and member organisations.	Peak body for women and children's family violence services in Victoria. Support to practitioners for the prevention of violence, advocacy, law reform, response and early intervention programs.	03 9921 0828 http://dvvic.org.au/
Domestic Violence Resource Centre (DVRCV)	Peak educational and resources organisation	State wide	Professionals and members of the community.	State wide specialist family violence organisation which provides training and education to the workforce and resources for the broader community.	03 5971 9454
Frankston City Council	Web page with information for the prevention of and response to family violence	Frankston	Anyone in the community	Includes information and links for prevention of family violence, support groups, child support and legal information	frankston.vic.gov.au/Our_Community/Health_and_Wellbeing/Preventing_Violence_Against_Women
Mornington Peninsula Shire	Web page with information for the prevention of and response to family violence	Mornington Peninsula	Anyone in the community	Includes information and links for prevention of family violence, support groups, child support and legal information	mornpen.vic.gov.au/Community-Services/Health-Wellbeing/Prevention-of-Family-Violence
Women's Health in the South East (WHISE)	Women's Health Service	State wide	Women	Gender equity workplace training, primary prevention workplace training, information and referral, family violence education to community groups, family violence awareness sessions.	03 9794 8677
Women's Information and Referral Exchange	Generalist information, support and referral service	State wide	Women	Support, information and referral service	1300 134 130

(WIRE)					
Women's Health Association Vic	Website with information regarding the prevention of violence against women	State wide	Professionals	Training/workshops, publications and resources.	whv.org.au

Men who use violence

Organisation	Purpose	Catchment	Target Population	Programs	Contact
InTouch Multicultural Centre Against Family Violence	CALD Men's behaviour change program		CALD Men		
Family Life	Men's behaviour change program		Men	20 week mens behaviour change program for men who	
No To Violence	Male family violence prevention	State wide	Men, Women and community services	Peak organisation for the prevention of male family violence. Develop and provide training, resources and information for mens behaviour change for professionals and other service providers, research and advocacy.	03 9487 4500
Peninsula Health	Men's Behaviour Change Program Men's Team	Bayside Peninsula Bayside Peninsula	Men	Behaviour change group for men who have been violent or controlling towards family members and want to change Receives referrals via the Orange Door and seeks to support men who use violence to be accountable for their behaviour and link into services to promote positive change.	Access: 1300 655 781 Orange Door- 1800 319 353
Men's Referral Line	Telephone advice for men who are concerned about their use of controlling behaviour and violence	State wide	Men	Telephone advice and referral options for men who use violence.	1300 766 491

Men who are victim survivors

Organisation	Purpose	Catchment	Target Population	Programs	Contact
Victims support agency	Victims of crime helpline - Support for men who are victims of family violence	State wide	Men	Guides victims through the legal process and helps manage the effects of crime through practical assistance and counselling	1800 819 817 Or Text service 0427 767 891 (8am – 11pm, 7 days)
Mensline	Telephone and online support for men who are victims of family violence	State wide	Men		1300 789 978 (24hrs 7days)

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