

Southern Metropolitan Region

Who to contact in a family violence situation



Identify Client Issue

Take a victim safety centred approach remembering children are victims too

Emergency & Life Threatening Situations

EMERGENCY SERVICES

☎ 000 or mobile ☎ 112

Police

☎ 000

CALD (non English speaking)

Police

☎ 000

Use a landline where possible

or

Telephone Interpreter Service

☎ 131 450

Ask service to ring 000

TTY 106

HELPFUL WEBSITES

Children and Youth

Kids Helpline www.kidshelp.com.au

Bursting the Bubble www.burstingthebubble.com

Women

Women's Domestic Violence Crisis Service www.wdvcs.org.au

Domestic Violence Resource Centre Victoria www.dvrcv.org.au

Aboriginal Community www.fvpls.org.au

Immigrant Women www.intouch.asn.au

Intellectual Impairment www.tellsomeone.org.au

Men

Men's Referral Service www.mrs.org.au

Legal advice

Victoria Legal Aid www.legalaid.vic.gov.au

Community Legal Centres www.communitylaw.org.au

SMR LOCAL AREAS

To access the closest service to where clients live or work.

Outer South

City of Greater Dandenong

City of Frankston

City of Casey

Cardinia Shire

Mornington Peninsula Shire

Inner Middle

City of Bayside

City of Glen Eira

City of Kingston

City of Port Phillip

City of Stonnington

Crisis Situation After Hours

LOCAL *for victims*

Outer South

WAYSS

Weekdays (5pm - 10pm)

☎ 1800 357 397 ☎ 0400 503 338

Weekends (10am - 5pm)

☎ 0400 503 338

Inner Middle

SECASA

☎ 9594 2289

Mornington Peninsula

SECASA

☎ 9594 2289

LOCAL *for perpetrators*

Men's Referral Service

Weekdays (9am - 9pm)

☎ 9428 2899 ☎ 1800 065 973

STATEWIDE *for victims*

Women's Domestic Violence Crisis Service

☎ 9322 3555 ☎ 1800 015 188

Elizabeth Hoffmann House

Aboriginal Women's Services (24 hrs)

via Women's Domestic Violence Crisis Service

☎ 1800 015 188

Victim Support Helpline

Mon - Fri (8am - 11pm)

☎ 1800 819 817

Child Protection

☎ 131 278

Telephone Interpreter Service

☎ 131 450

STATEWIDE *for perpetrators*

Men's Referral Service

Weekdays (9am - 9pm)

☎ 9428 2899 ☎ 1800 065 973

Crisis & Non Crisis Situation Business Hours

LOCAL *for victims*

Outer South

WAYSS (8am - 10pm)

☎ 9791 6111 ☎ 1800 357 397 ☎ 0400 503 338

SICMAA - Vietnamese Community

☎ 9547 7939

Peninsula

Good Shepherd Youth & Family Services -

Peninsula Family Violence Program

☎ 5971 9454

Inner Middle

Salvation Army Family Violence Outreach Program

Intake via Salvation Army Crisis Centre

☎ 9536 7777 ☎ 1800 627 727

Emerge Women and Children's Support Network Inc

☎ 1300 536 330

Southern Metro Region

SECASA

☎ 9594 2289

Victims Assistance and Counselling Program

☎ 9705 3200

Child Protection

☎ 1300 655 795

LOCAL *for perpetrators*

Outer South

Relationship Australia Victoria (Cranbourne)

☎ 5990 1900

Frankston/Mornington Peninsula

Peninsula Health Community Health

☎ 5970 2000 for general enquiries

☎ 1300 665 781 for new referrals

Inner Middle

Family Life

☎ 8599 5433

Inner South Community Health Service

☎ 9534 0981

Southern Metro Region

Ngwalla Willumbong

Aboriginal Family Violence Support Worker

☎ 9510 3233 ☎ 0419 104 344

STATEWIDE *for victims*

Women's Domestic Violence Crisis Service

☎ 9322 3555 ☎ 1800 015 188

Aboriginal Family Violence Prevention & Legal Service

☎ 9244 3333 ☎ Free Call 1800 105 301

Elizabeth Hoffmann House Aboriginal Women's Services

☎ 9482 5744

inTouch (Immigrant women) Mon - Fri (10am - 4pm)

☎ 8413 6800 Freecall 1800 755 988

Victim Support Helpline Mon - Fri (8am - 11pm)

☎ 1800 819 817

STATEWIDE *for perpetrators*

Men's Referral Service Weekdays (9am - 9pm)

☎ 9428 2899 ☎ 1800 065 973

Southern Metropolitan Region

Family Violence Support Services



Where to get further assistance in the Outer South Peninsula

Legal Support Services

Casey Cardinia Community Legal Service

Area Served Cities of Greater Dandenong, Casey and the Shire of Cardinia.

Location 42 Claredale Rd, Dandenong and outreach locations.

☎ 9793 1993

Peninsula Community Legal Centre

Area Served Cities of Casey, Frankston, Kingston and Glen Eira and Shires of Cardinia and Mornington Peninsula

Location Chatsworth House, Suite 1-4 431 Nepean Hwy, Frankston & Bella Centre, Suite 12, 33-39 High Street, Cranbourne

Branch Offices are also in East Bentleigh, Rosebud and Frankston North.

☎ 9783 3600 or ☎ 1800 064 784 (0359 area only)

Springvale Monash Legal Service

Area Served No borders

Location 5 Osborne Ave, Springvale

☎ 9562 3144

Victoria Legal Aid (Dandenong Office)

Area Served Westernport region

Location Level 1, 9-15 Putney St, Dandenong

☎ 9767 7111

Victoria Legal Aid (Frankston Office)

Area Served Peninsula Region

Location Cnr O'Grady Ave & Dandenong Rd, Frankston

☎ 9784 5222

Specialist Family Violence Service Registrar & Family Violence Applicant Support Worker

For information and support to make an application for an Intervention Order.

Area Served access the court nearest to the client's residential address

Frankston Magistrates' Court

Location 15 Fletcher Rd, Frankston

☎ 9784 5715

Dandenong Magistrates' Court

Location Corners Foster & Putney Streets, Dandenong

☎ 9767 1300

Counselling for Victims of Family Violence

SECASA

Counselling for victims of family violence and parents whose children use violence against family members.

Area served Cities of Dandenong, Casey, Frankston, Shire of Cardinia, & the Mornington Peninsula.

Location Head Office 11 Chester St, East Bentleigh and outreach locations.

☎ 9594 2289 ask for the duty worker

Windermere

Counselling for women and children who have experienced family violence

Area served Cities of Dandenong, Casey and the Shire of Cardinia

Location 48 Webb St, Narre Warren

☎ 9705 3200

Family Violence Support Services

WAYSS

Family Violence Crisis and Outreach Service for women and their children who are experiencing or escaping family violence.

Area Served Cities of Frankston, Greater Dandenong, Casey and the Shire of Cardinia

Location Head Office 294-300 Thomas Street, Dandenong and outreach locations.

☎ Dandenong 9791 6111

☎ Frankston 9781 4658

☎ Narre Warren 9703 0044

Good Shepherd Youth & Family Services - Peninsula Family Violence Program

For women and children who are experiencing family violence who live and/or work on the Mornington Peninsula.

Area Served Mornington Peninsula Shire

☎ 5971 9454

Windermere

Victims Assistance and Counselling Program

Area served Southern Metropolitan Region

Location 48 Webb St, Narre Warren

☎ 9705 3200

Family Support Services

For children, youth and their families that need to be linked into support services to protect and promote healthy development.

Child FIRST Outer South

Area served Cities of Dandenong, Casey and the Shire of Cardinia

Location 55 Webb St, Narre Warren

☎ 9705 3939

Family Solutions Child FIRST

Area served Frankston City Council and the Mornington Peninsula

Location 60-64 Wells St, Frankston

☎ 1300 721 383

Child Protection

For concerns about the safety of a child in their family.

☎ 1300 655 795

Financial Support

Centre Link

Crisis payments are available for families who have separated as result of family violence.

Centrelink Call Centre Social Work Line

☎ 13 1794 www.centrelink.gov.au

In languages other than English

☎ 13 1202

TTY 1800 810 586

Housing Assistance

Crisis Accommodation and support services for youth, single adults, couples and families.

Hanover Welfare Services

Hanover's Men's Options Program for violent men who have been removed from their home by the police

Area Served Greater Dandenong, Casey, Cardinia and Frankston

☎ 9792 0750 (24 hrs)

PYFS

Area Served City of Frankston and the Mornington Peninsula

Location 37 Ross Smith Ave, Frankston

☎ 9784 5050 or

☎ After Hours - diverts to Hanover Welfare Services

Location Rosebud

☎ 5986 7122 - Business Hours Mon, Tue, Thurs, Fri

WAYSS (housing services)

Area Served Cities of Greater Dandenong, Casey, Frankston, the Shire of Cardinia and the Mornington Peninsula

Location Head Office 294- 300 Thomas Street, Dandenong and outreach locations

☎ Dandenong 9791 6111

☎ Narre Warren 9703 0044

Frankston, Mornington Peninsula access via PYFS

☎ 9784 5050

Men's Behaviour Change Programs

For men who have used violence against family members.

Peninsula Health Community Health

Area Served Frankston City Council and the Mornington Peninsula Shire.

Location Head Office 62 Tanti Ave, Mornington and outreach locations at Frankston, Hastings and Rosebud.

☎ 5970 2000 for general enquiries

☎ 1300 665 781 for new referrals

Relationships Australia

Area Served Cities of Greater Dandenong, Casey and the Shire of Cardinia.

Location 199 High Street, Cranbourne

☎ 5990 1900

Financial Counsellors

Casey Cardinia Legal Service

Area Served Cities of Greater Dandenong, Casey and the Shire of Cardinia.

Location 42 Claredale Rd, Dandenong

☎ 9793 1993

Good Shepherd Youth and Family Service

Area Served Mornington Peninsula Shire

Locations Hastings, Mornington, Rosebud

☎ 5971 9444

Southern Metropolitan Region

Family Violence Support Services



Where to get further assistance in the Inner Middle

Legal Support Services

St Kilda Legal Service

Area Served Free legal service to residents in the cities of Port Phillip, Stonnington and some parts of Bayside and Glen Eira.

Location 161 Chapel Street, St Kilda
☎ 9534 0777

Monash Oakleigh Legal Service

Area Served No boundaries
Location 60 Beddoe Ave, Clayton North
☎ 9905 4336

Peninsula Community Legal Centre - Bentleigh

Area Served Anyone who lives, works or studies in the cities of Frankston, Casey, Cardinia, Glen Eira, Kingston and Mornington Peninsula.
Location 82 Brady Rd, Bentleigh East
☎ 9570 8455

Victoria Legal Aid

Legal information and referral in English and other languages.
Melbourne Office
Area Served Inner south eastern region
Location 350 Queen St, Melbourne
☎ 9269 0120 ☎ 1800 677 402

Family Violence Registrar

For information and support to make an application for an Intervention Order.
Area Served access the court nearest to the client's residential address.

Moorabbin Justice Centre

Location 1140 Nepean Highway, Highett
☎ 9090 8000

Victims of Crime Assistance Tribunal (VOCAT)

☎ 9090 8000

Family Support Services

For children, youth and their families that need to be linked into support services to protect and promote healthy development.

Inner Middle Child FIRST

Area served Bayside, Glen Eira, Kingston, Stonnington and Port Phillip.
Location 197 Bluff Road, Sandringham
☎ 1300 367 441

Child Protection

For concerns about the safety of a child in their family.
☎ 1300 655 795

Family Violence Support Services

Connections

Counselling service for women, young people and children who have experienced family violence; group programs for women.

Area served Residents of the cities of Port Phillip, Stonnington and Glen Eira.
Location 274 High Street, Windsor
☎ 9521 5666

Family Life

Counselling services and group programs for women and children experiencing family violence.

Area Served Cities of Bayside, Glen Eira, Kingston, Port Phillip and Stonnington.
Location 197 Bluff Road, Sandringham
☎ 8599 5433

Inner South Community Health Service

Counselling services and group programs to support women to make decisions to increase their safety and well being.

Area served Women living in the cities of Port Phillip or Stonnington
Location 341 Coventry St, South Melbourne
☎ 9690 9144

Salvation Army

Family Violence Outreach Program

Case management and outreach support to women, including women with children, who have experienced or are at risk of experiencing family violence.

Area Served Cities of Bayside, Glen Eira, Kingston, Port Phillip & Stonnington.
Location 29 Grey St, St Kilda
☎ 9536 7777 ☎ 1800 627 727

SECASA

Counselling for victims of family violence and parents whose children use violence against family members.

Area Served Cities of Bayside, Glen Eira, Kingston, Port Phillip & Stonnington.
Location Head Office 11 Chester St, East Bentleigh and outreach locations.
☎ 9594 2289 ask for the duty worker

Financial Support

Centrelink

Crisis payments are available for families who have separated as result of family violence.

Clients

Centrelink Call Centre Social Work Line
☎ 13 17 94
Languages other than English
☎ 13 12 02
TTY 1800 810 586

Financial Counsellors

Financial counselling for individuals or families.

Inner South Community Health Service

Area Served Cities of Port Phillip and Stonnington.
Location 341 Coventry St, South Melbourne
☎ 9690 9144

Connections

Area served Individuals and families living in the cities of Glen Eira, Port Phillip and Stonnington.
Location 274 High Street, Windsor
☎ 9521 5666

St Kilda Community Centre

Area served Offers financial counselling for people who live or work in St Kilda, Balaclava, Elsterwick, Ripponlea or Elwood.
Location 161 Chapel St, St Kilda
☎ 9534 0777

Men's Behaviour Change Programs

For men who have used violence against family members.

Inner South Community Health Service

Offers a specialist men's behavioural change group program and counselling for men who perpetrate family violence.

Area served Men living in the cities of Port Phillip or Stonnington.
Location 18 Mitford St, St Kilda
☎ 9534 0981

Family Life

Offers specialist group programs and counselling for men who use violence against family members.

Area Served Cities of Bayside, Glen Eira, Kingston, Port Phillip and Stonnington.
Location 197 Bluff Road, Sandringham
☎ 8599 5433

Housing Assistance

Crisis accommodation and support services for youth, single adults, couples and families.

Salvation Army Young Women's Outreach Program

☎ 9536 7730

Hanover Welfare Services

☎ 9556 5777

St Kilda Crisis Centre

☎ 9536 7777 or 1800 627 727

Homeground

☎ 9537 7711

Ngwala Willumbong (Indigenous)

☎ 9510 3233