

If you or someone you know is in immediate danger or requires Police attendance call **POLICE 000**

For sexual assault, domestic and family violence counselling service call **1800 RESPECT (1800 737 732)**

Support Services, Central Highlands, Victoria

Women's family violence services and support

Berry Street (family violence specialist crisis response and support services). (24/7 crisis), Ph: 5331 3558

WRISC (family violence specialist support services). Ph: 5333 3666.

Child and Family Services (CAFs) (Family support programs). Ph: Ararat 5352 2910, Ballarat 5337 3333, Daylesford 5348 8200, Bacchus Marsh (03) 53679900

SalvoConnect Women's Service (support and accommodation). Ph: 5329 1100

WIRE Women's Information Referral Exchange (state-wide information service for women). Ph: 1800 184 527

Counselling services

Ballarat Community Health (family violence counselling) Ph: 5338 4500

CAFs (Counselling programs). Ph: **5337 3333**

Grampians Community Health (family violence case management and counselling). Ph: 5358 7400 (Ararat)

Centre Against Sexual Assault (counselling and support to anyone who has experienced sexual violence). Ph: 1800 806 292 (24/7 crisis), 5320 3933 (Ballarat)

Lifeline (national telephone crisis support and referral, including for family violence). 24/7. Ph: 131144

Relationships Australia (counselling and family dispute resolution) Ph: 5337 9222 (Ballarat)

Centacare, Victims Assistance and Counselling Program (counselling and family relationship services) 1300 033 818

Homelessness and housing support

Opening Doors (state-wide homelessness service). 24/7. Ph: 1800 825 955

Uniting Ballarat Ph: 5332 1286 (Ballarat)

CAFs Ph: Ararat 5352 2910, Ballarat 5337 3333, Daylesford 5348 8200 Bacchus Marsh: 53679900



Safe Steps Family Violence Response Centre

State-wide professional support, information and referrals

1800 015 188 toll free 24/7

Police and hospital staff call:

03 9322 3544 or **1300 739 282** (select option 1)

www.safesteps.org.au

Children and young people

Child FIRST: 1300 783 341

Child Protection: 13 12 78

CAFS Step-Up (Adolescent Family Violence) Ph: Ararat 5352 2910, Ballarat 5337 3333, Daylesford 5348 8200

Berry Street (case management and adolescent support program, residential care). Ph: 5330 5000

WRISC (children's counselling program). Ph: 5333 3666.

HeadSpace (mental health services for 12-25 year olds). Ph: (03) 5304 4777 (Ballarat), 1800 650 890 (24/7). <https://eheadspace.org.au/>

Kids Helpline (phone counselling service for young people aged between 5 and 25). 24/7. Ph: 1800 551 800

Centre Against Sexual Assault (counselling and support; treatment services for sexually abusive or problematic sexualised behaviours in children / young people). Ph: 1800 806 292 (24/7 for crisis), 5320 3933 (Ballarat)

Men's services

Child and Family Services (CAFs) (men and family relationships, men's behaviour change) Ph: 53373333

Relationships Australia Ballarat (men's behaviour change and counselling). Ph: 5337 9222

Men's Referral Service (confidential telephone service for men) Ph: 1800 065 973

MensLine Australia (24/7 telephone/ online support service) Ph: 1300 789 978 www.mensline.org.au

Indigenous Men's Resource & Advisory Service Ph: 9416 4266

Grampians Community Health (mens behaviour change programs) Ph: 5358 7400 (Stawell)

Justice system support, Legal advice, the Courts

Women's Legal Service Victoria (free legal advice for eligible women). Ph: 8622 0600 or 1800 133 302 (Toll Free). www.womenslegal.org.au

Central Highlands Community Legal Centre (free legal advice to people in Central Highlands and Wimmera regions) Ph: 5331 5999. www.chclc.org.au

Victoria Legal Aid (VLA) (free legal services for eligible clients) Ph: 1300 792 387 or 5329 6222 (Ballarat)

Centacare's Victims Assistance and Counselling Program (criminal justice information, advocacy and support). Ph: 1300 033 818

Courts: Ararat 5352 1081, Bacchus Marsh 5367 2953, Ballarat 5336 6200

Cultural & Linguistically Diverse Support

Ballarat Regional Multicultural Council Ph: 5383 0613, www.brmc.org.au

Centre for Multicultural Youth (CMY) Ballarat Ph: 5317 7172

Intouch Multicultural Centre Against Family Violence Ph: 9413 6500 or 1800 755 988 (toll free)

Elder Abuse

Seniors Rights Victoria Ph: 1300 368 821, <https://seniorsrights.org.au/>

Aboriginal Information & Support Services

Ballarat & District Aboriginal Cooperative (BADAC) (03) 5331 5344

BUDJA BUDJA Aboriginal Co-operative. Ph: 5356 4751 (Central Grampians)

Indigenous Call Centre (state-wide homelessness line). 24/7. Ph: 13 63 80

Aboriginal Family Violence Prevention & Legal Service (FVPLS). Ph: 1800 105 303

WRISC – Women and Children Indigenous program. Ph: 5333 3666

Victorian Aboriginal Legal Service. Ph: 1800 064 865

Indigenous Men's Resource & Advisory Service (IMRAS). Ph: 9416 4266

DHHS Family Violence. Ph: 5333 6530

Elizabeth Morgan House Aboriginal Women's Service (for families experiencing FV). Ph: 9482 5744.

Disability Information and Support

DHHS Disability Information & Support Ph: 1800 783 783, TTY: 1800 008 149, www.dhhs.vic.gov.au/disability

Women with Disabilities Victoria Ph: 9286 7800, www.wdv.org.au

Grampians Disability Advocacy Ph: Ararat 5352 2722, Ballarat 5333 7344, Daylesford 5348 3350. www.grampiansadvocacy.org.au

LGBTIQ Information and Support

Switchboard Ph: 1800 184 527

Queerspace (Melbourne) Ph: 9663 6733

Financial Assistance

Centrelink Family Assistance Office Ph: 13 61 50

FV No Interest Loan (NILS) WRISC Ph: 5333 3666

CAFs Financial Counselling Ph : 5337 3333

Using Technology to Help Keep Safe

The Daisy App – helps connect women to services www.1800respect.org.au/daisy/

SmartSafe+ - an evidence collection tool
To download and use the app call Domestic Violence Resource Centre Victoria on (03) 9486 9866 or email smartsafeplus@dvrvc.org.au

Ask Izzy – helps connect people with finding family violence and/or housing services nearby <https://askizzy.org.au/>

WTFamily?! App – tips for identifying family violence risk www.whatthefamily.com.au/

Therapeutic Demonstration Projects Central Highlands

BADAC: a wrap-around model of support for women, men and children impacted by family violence. Ph: 5331 5344

WRISC: In partnership with local government, **VanGo** is a new, **experimental model** of child centred therapeutic services. Ph: 5333 3666.

Berry Street: Restoring Childhood is a **child focused trauma informed service** designed to intervene early to redress the impacts of family violence on children and young people (0-17 years) Ph: 5330 5000