

Family Violence Support Services

In addition to the Family Violence HR Policy this document provides a list of support services available to employees experiencing family violence, and school leadership and workplace managers in assisting employees who may be experiencing family violence.

Internal DET support

Employee Assistance Program (EAP), including Manager Assist

The EAP is a short-term, solution focused and strictly confidential counselling service. The EAP is available 24/7 for up to four sessions for Department employees to discuss any personal or work related issues.

Call: 1300 361 008

A dedicated Manager Assist telephone advisory service is also available to support managers and principals to access management support and coaching.

Workplace Contact Officers

Workplace Contact Officers are Department employees who are trained specifically to handle direct queries from employees who are experiencing family violence. They are not trained to provide professional support or counselling, but to assist the employee in getting the necessary support in relation to their working arrangements.

Link:

www.education.vic.gov.au/hrweb/div_equity/Pages/WCONet.aspx

Corporate People Services

Corporate People Services provides HR support and advice to public service employees and managers and may be contacted in relation to a family violence matter.

Link:

www.education.vic.gov.au/hrweb/Pages/contactus.aspx

Schools People Services

Schools People Services provides HR support and advice to principals, school business managers and other school based staff with HR administration responsibilities and may be contacted in relation to a family violence matter.

Call: 1800 641 943

Link:

www.education.vic.gov.au/hrweb/Pages/contactus.aspx

Principal Support Unit

The Principal Support Unit provides an avenue for principals to confidentially discuss approaches to particular issues whether these are of a personal or professional nature and may be contacted in relation to a family violence matter.

Call:

Frank Sal – (03) 7022 1017
Brian Wheeler – (03) 7022 1016

Link:

[https://edugate.eduweb.vic.gov.au/sites/i/Pages/production.aspx#/app/content/3037/support_and_service_\(schools\)%252Fhuman_resources%252Fprincipal_health_and_wellbeing%252Fthe_principal_support_unit](https://edugate.eduweb.vic.gov.au/sites/i/Pages/production.aspx#/app/content/3037/support_and_service_(schools)%252Fhuman_resources%252Fprincipal_health_and_wellbeing%252Fthe_principal_support_unit)

Policy and Employee Relations Branch

The Policy and Employee Relations Branch provides strategic and expert advice and consultancy on a range of HR and employee relations matters, including family violence.

Call: (03) 7022 0013

Email:

employee.relations@edumail.vic.gov.au

Internal DET support

Corporate Accommodation and Facilities Branch

The Corporate Accommodation and Facilities Branch provides services and support for central and regional office staff on facilities issues and accommodation needs.

Link:

edugate.eduweb.vic.gov.au/Services/fam/Pages/default.aspx

OHS Advisory Service

The Employee Health, Safety and Wellbeing Branch delivers and develops the Department's workforce health, safety and wellbeing strategies, policies and initiatives. They are also concerned with reducing incidence of injury and illness.

Call: 1300 074 715

Email: safety@edumail.vic.gov.au

Security/Reception (2 Treasury Place)

Part of the Security Services Unit, there are always two people at the front desk greeting visitors and ensuring they are correctly signed in and provided with a visitors pass. Security cameras that are present throughout the building are monitored here.

Call: (03) 9637 3925 or (03) 9637 2020

Email:

education.reception@edumail.vic.gov.au

Incident and Support Operation Centre (ISOC)

ISOC operates a 24-hour emergency coordination centre, can provide advice about safety and security, and uses an Incident Reporting Information System (IRIS) to enable schools to meet their mandatory reporting responsibilities in an emergency, or during a crisis.

Call: 1800 126 126

Privacy Team

The Department's Privacy Team can provide clarification about privacy rights and obligations on the collection, use or disclosure of any information provided in regards to family violence.

Call: (03) 8688 7967

Email:

privacy@edumail.vic.gov.au

Occupational Violence training

This training program is designed to assist schools to put in place processes to prevent occupational violence and manage incidents if and when they occur.

Link:

www.education.vic.gov.au/hrweb/safetyhw/Pages/ohstrainingprog.aspx?Redirect=1

The Occupational Violence training is directed at preventing incidents with outside intruders and members of the community such as parents who are displaying aggressive behaviour towards employees and Principals.

The training is tailored to the local configuration and individual school circumstances.

Emergency Services

Police

Emergency response 000 (24/7).

Call: 000

Link:

www.police.vic.gov.au/content.asp?Document_ID=43360

Family violence services

Safe Steps

A family violence response service for women and children that provides information on family violence support services, legal rights and accommodation options (24/7).

Call: 1800 015 188

Link: www.safesteps.org.au

Men's Referral Service

No to Violence runs the Men's Referral Service, an anonymous and confidential telephone counselling, information and referrals service to help men involved in family violence matters.

Call: 1300 766 491

Link: ntv.org.au

National 1800RESPECT Line

Provides national 24/7 free advice and counselling for both people experiencing family violence and professionals responding to family violence.

Call: 1800 737 732

Link: www.1800respect.org.au

Sexual Assault Crisis Line

The Sexual Assault Crisis Line Victoria is a statewide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

Call: 1800 806 292

Link: www.sacl.com.au

The Orange Door

Support and Safety Hubs, known as The Orange Door, help women, children and young people experiencing family violence and families who need support with the wellbeing and development of their children. It is free to access help and support through The Orange Door and you do not need a referral.

Link:

www.vic.gov.au/familyviolence/the-orange-door.html

InTouch Multicultural Centre Against Family Violence

A statewide service, which provides services, programs and responses to issues of family violence in CALD (culturally and linguistically diverse) communities.

Call: 1800 755 988

Link: www.intouch.org.au

Family services

Maternal and Child Health Line

Qualified maternal and child health nurses provide information, support and advice to Victorian families with children from birth to school age (five years old) 24/7.

Call: 13 22 29

Parentline

Phone counselling service available to parents and carers of children aged from birth to 18 years throughout Victoria.

Call: 13 22 89

Relationships Australia

Provides relationship support services for individuals, families and communities, including counselling, mediation and family dispute resolution.

Call: 1300 364 277

Link: www.relationships.org.au

Children and young people

Headspace

The National Youth Mental Health Foundation's eheadspace service supports young people and their families going through a tough time.

Call: 1800 650 890

Link: www.eheadspace.org.au

Kids Helpline

Support and information for children (24/7).

Call: 1800 551 800

Link: kidshelpline.com.au

Legal services

Djirra (formerly Aboriginal Family Violence Prevention and Legal Service)

Supports Aboriginal people who are experiencing or have experienced family violence.

Call: 1800 105 303

Link: djirra.org.au

Victims of Crime Assistance Tribunal

Provides financial assistance to victims of violent crime committed in Victoria.

Call: 1800 882 752

Link: www.vocat.vic.gov.au

Victims Support Agency

Operates the Victims of Crime Helpline, which provides support and information to help adult male victims of family violence and victims of violent crime. The service guides victims through the legal process and helps manage the effects of crime through practical assistance and counselling.

Call: 1800 819 817

Text: 0427 767 891

Link: www.victimsofcrime.vic.gov.au

Victoria Legal Aid

Free legal information and education to all Victorians in English and 14 other languages.

Call: 1300 792 387

Link: www.legalaid.vic.gov.au

Women's Legal Service Victoria

Phone advice and appointments available to women in Victoria who are in need of legal advice, information or referral, irrespective of income or assets.

Call: 1800 133 302

(03) 8622 0600

Link: www.womenslegal.org.au

Other helpful services

Beyond Blue

Provider of information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live (24/7).

Call: 1300 224 636
Link: www.beyondblue.org.au

Court Network

A voluntary, non-legal court support service operating throughout Victoria and Queensland. They can tell you about how the court works and can also make referrals to other community agencies for support after the hearing.

Call: 1800 681 614
Link: www.courtnetwork.com.au

Department of Health and Human Services (DHHS)

DHHS provides information on services and supports available to both employees and employers regarding family violence.

Link: providers.dhhs.vic.gov.au/family-violence

Domestic Violence Resource Centre Victoria (DVRCV)

DVRCV provides training, publications, research and other resources to those experiencing (or who have experienced) family violence, and practitioners and service organisations who work with family violence survivors. Services include telephone support, online information, training courses and research.

Link: www.dvrcv.org.au

Lifeline

Provide crisis support and suicide prevention services (24/7).

Call: 13 11 14
Link: www.lifeline.org.au

MensLine

A national phone and online support service for men with family and relationship concerns, including video counselling.

Call: 1300 78 99 78
Link: mensline.org.au

QLife

National counselling and referral service for people who are lesbian, gay, bisexual, transgender and/or intersex (LGBTI).

Call: 1800 184 527
Link: qlife.org.au

Switchboard

LGBTI people in Victoria and Tasmania can access advice, information, counselling and referrals.

Call: 1800 184 527
Link: www.switchboard.org.au

Women's Information and Referral Exchange

Provides Victorian women with free and confidential support, information and referrals on any issues. Services include telephone, online chat and email support, and the Women's Information Centre in West Melbourne.

Call: 1300 134 130
Link: www.wire.org.au

Further information

Australian Human Rights Commission

The role of the Australian Human Rights Commission includes education and public awareness; discrimination and human rights complaints; human rights compliance; policy and legislative development.

Link: www.humanrights.gov.au

Family Safety Victoria

Family Safety Victoria was established to drive key elements of Victoria's family violence strategy and coordinate support for families to help them care for children and young people.

Link: www.vic.gov.au/familyviolence/family-safety-victoria.html

The Lookout

An online resource where you can find information, resources and services aimed at preventing and responding to family violence.

Link: www.thelookout.org.au

Our Watch

Our Watch was established to drive nationwide change in the culture, behaviours and attitudes that lead to violence against women and children.

Link: www.ourwatch.org.au