

STRONGER TOGETHER

At a glance

The Stronger Together project brought together Learn Local Organisations and Neighbourhood Houses with family violence services to develop and strengthen a collaborative framework to support women who have experienced family violence into learning environments.

CONNECTING

- Family Violence Networks — Banyule/Nillumbik, Darebin and Yarra
- Neighbourhood House Networks in North East Melbourne
- Survive and Thrive — focus group
- Individual meetings with family violence services
- Survey of North East Neighbourhood House Network (NENHN) members

WORKING TOGETHER

- Week Without Violence Campaign
- 16 Days of Activism Campaign
- Forums — partnership development and networking
- Development of Collaborative Framework

BUILDING CAPACITY

- Delivery of information sessions (WIRE, Victims Assistance Program, The Orange Door)
- Family Violence Referral Guide
- Website of project resources and films
- Learn Local pathway case studies
- Promotion of pre-accredited programs

NEXT STEPS

- Establish Family Violence Community of Practice for Neighbourhood Houses and Learn Local Organisations
- Promote and distribute family violence referral guide
- Continue to build relationships with family violence services through networks, campaigns and events
- Campaign for funding to build the capacity of Learn Local organisations to respond to women who have experienced family violence
- Neighbourhood Houses Victoria to pursue development of micro-credential unit on recognising family violence with WIRE
- Advocate for resources to promote value of pre-accredited learning

Project resources and films are located at www.nenetwork.org.au/projects/family-violence-project

This project was funded by an Adult Community and Further Education Capacity and Innovation Fund Grant 2018-2019.

Living & Learning Nillumbik and Lalor Living and Learning Centre were the lead agencies for this project.

FAMILY VIOLENCE REFERRAL GUIDE

In going about your work you may experience a disclosure of family violence from a community member or identify warning signs of family violence. It is important that you give a supportive response and provide information. This document seeks to guide you in this. It does not replace specialist advice and training.

In instances where there is an imminent safety threat, the Victoria Police should be contacted immediately by calling 000 (triple zero).

ASK

If you have noticed warning signs of family violence or you just feel ‘something’s not right’, you can support the person by asking “are you okay?”, “do you feel afraid of someone at home?” or “do you feel safe?”

LISTEN

It is vital that you listen and believe what they say. Let them know the violence is not their fault and that they deserve to live in safety and without fear.

RESPOND

It is essential to remember it is not your role to provide counselling or specific advice. Link them to a family violence service. These services can provide comprehensive support to victims and perpetrators of family violence.

Verbally providing ‘1800 RESPECT’ is the simplest and safest way to provide information to a person needing support as it is easy to remember.

Let them know that even if they may not want to use the information today, they may want to use it in the future. Remember that the person must have control over how they manage their own situation, including when or if they access the support options available to them.

You must keep the identity of the person and their experiences confidential. However, if you are concerned for their immediate safety you have a duty of care to report that to the Victoria Police.

FOLLOW UP

If you see the person again you can ask “how are you going?” Let them know you are available if they would like more information.

TAKE CARE OF YOURSELF

Disclosures of family violence and supporting anyone impacted by family violence can be confronting. Remember to take care of yourself and speak with your manager or a colleague you trust to debrief. WIRE (Women’s Information Referral and Exchange) 1300 134 130 phonenumber can be used for workers to debrief and get support.

Adapted from City of Whittlesea Family Violence Referral Guide for Staff



CONTACT PHONE NUMBERS FOR KEY FAMILY VIOLENCE SERVICES

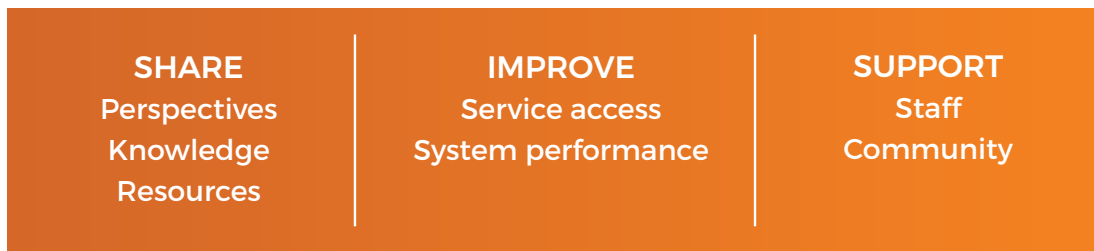
PRIMARY CONTACT FOR REFERRALS

THE ORANGE DOOR (North Eastern Melbourne)	Monday to Friday 9am to 5pm. Services offered: <ul style="list-style-type: none"> • Women, children and young people's family violence services • Child and family services • Aboriginal services • Men's family violence services 	1800 319 355
SAFE STEPS	After-hours service. 24 hours a day, seven days a week Family Violence Response Centre (women and children)	1800 015 188

SPECIALIST SUPPORT AND ADVICE

Family Violence Investigation Unit Victoria Police	Advice and assistance	
	Whittlesea	9216 1380
	Darebin	9479 6111
	Banyule and Nillumbik	9450 8112
1800 RESPECT	National counselling service	1800 737 732
Djirra	Provides assistance to Aboriginal and Torres Strait Islander victims/survivors of family violence and sexual assault	1800 105 303
InTouch Multicultural Centre Against Family Violence	Support for women in their own language	1800 755 988
Men's Referral Service (No To Violence)	Information and referrals to help men stop using violence	1300 766 491
Switchboard Victoria	Support service for Lesbian, Gay, Bisexual, Transgender, Queer and Intersex people and their friends, families and allies	1800 184 527
Victims Assistance Program	Help for people who have experienced violence to cope with the effects of the crime	1300 362 739
WIRE	Telephone support, secondary consultations and debriefing	1300 134 130
Seniors Rights Victoria	Elder Abuse confidential helpline	1300 368 821

NORTH EAST METROPOLITAN AREA STRONGER TOGETHER



- BETTER OUTCOMES FROM LOCAL SERVICES
- IDENTIFY GAPS AND RESPOND
- JOINT ADVOCACY
- BUILD CAPACITY OF STAFF AND LOCAL SYSTEMS

IMPROVED LEARNING AND WELLBEING PATHWAYS FOR WOMEN WHO HAVE EXPERIENCED FAMILY VIOLENCE

VALUES

- Commitment
- Trust
- Clarity
- Leadership
- Understanding

PRINCIPLES

- Provide accurate information on services
- Provide clear entry points to services
- Make time to understand roles and language
- Develop organisational policies and practices for joint work
- Support partnership culture makers and keepers

This Collaborative Framework was developed as part of the Stronger Together Project funded by Adult Community and Further Education.

Resources are available at www.nenetwork.org.au/projects/family-violence-project

