



# Service mapping of Family Violence Services

Ovens Murray region of Victoria and the Murray region of NSW.

February 2017

A joint project undertaken by the Albury Wodonga Family Law Pathways Network and the Hume Integrated Family Violence Services Network.

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## Background

This project originated as a request by the Albury Wodonga Family Law Pathways Network (AWFLPN) Steering Committee in June 2016 to understand more about the coverage of family violence services in our region.

The AWFLPN covers the Ovens Murray region of North East Victoria (including Wodonga, Wangaratta, Alpine, Benalla, Indigo, Mansfield and Towong shires)<sup>1</sup> and the Murray region of NSW (Albury, Corowa, Moama, Deniliquin, Tocumwal, Holbrook)<sup>2</sup>. The AWFLPN is a diverse network made up of organisations and individuals, such as family lawyers, family mediators and federal circuit court staff, who provide services to separating families on both sides of the Victorian and New South Wales border.

There is a large and diverse number of services in our region that have a specific focus on family violence. These services are also diverse in the services Some of these services provide assistance to women and children while others target men. Some specialise in providing legal advice while others specialise in providing a crisis response and/or crisis accommodation. Most family violence services (including police) are state funded which meant that a clear picture of services on both sides of the border was needed.

## Purpose

This service mapping is designed to assist Family Law Pathways Network members understand more about the availability of family violence services in the Ovens Murray (Vic) and Murray (NSW) regions and help them decide on appropriate referral pathways for clients. As mentioned above, the majority of family violence services are funded on a state basis which is why the tables have been split according to state and national boundaries.

There are three service mapping tables – one for Ovens Murray (Vic), one for Murray (NSW) and one for agencies with national coverage. Each table has information about family violence services who cover that specific region. In some cases services are listed in both tables if they cover both regions.

There are two referral diagrams – one for Ovens Murray (Vic) and one for Murray (NSW). These diagrams are intended as a ‘quick reference guide’ with telephone numbers for Family Law Pathways Network members to use when deciding which service to refer to.

This document is not an assessment and referral tool and is not designed as a resource for clients. For more information about assessment and referral tools please see the following links:

[Family Violence Risk Assessment and Risk Management Framework \(Victoria\)](#)

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<sup>1</sup> The Ovens Murray region of Victoria makes up approximately half of the area covered by the Albury Wodonga Family Law Pathways Network and includes Wodonga, Wangaratta, Alpine, Benalla, Indigo, Mansfield and Towong shires. It has a population of approximately 120,296. ([Regional Development Victoria 2016](#))

<sup>2</sup> The Murray region of Victoria makes up approximately half of the area covered by the Albury Wodonga Family Law Pathways Network and includes Albury, Corowa, Moama, Deniliquin, Tocumwal and Holbrook. It has a population of approximately 116,130 ([ABS 2016](#))

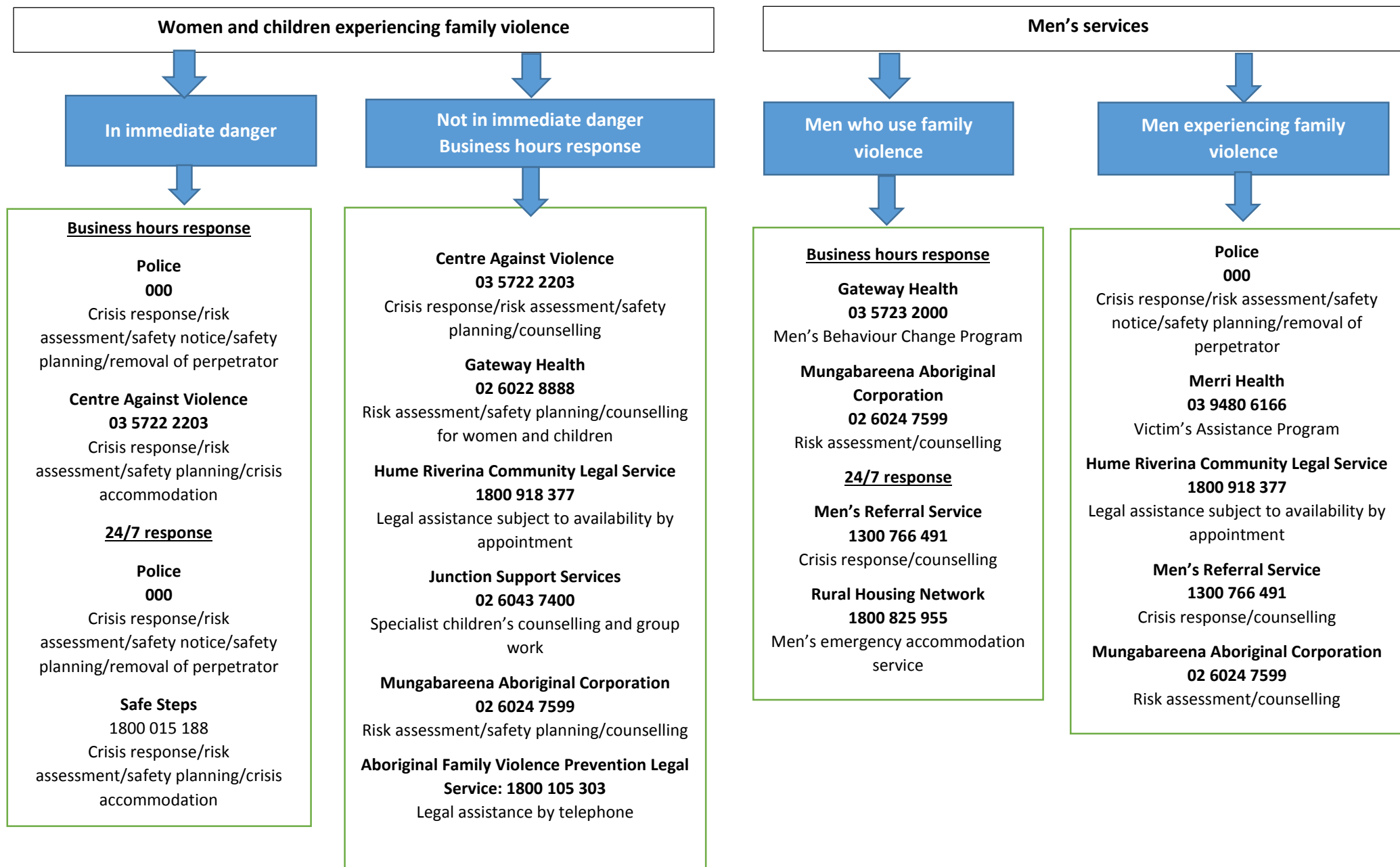
### [Family Law Detection of Overall Risk Screen \(DOORS\)](#)

In addition, this document is not an exhaustive list of family violence services on a state or national level. It aims to list a number of key services that may be useful for members of the AWFLPN network to refer to.

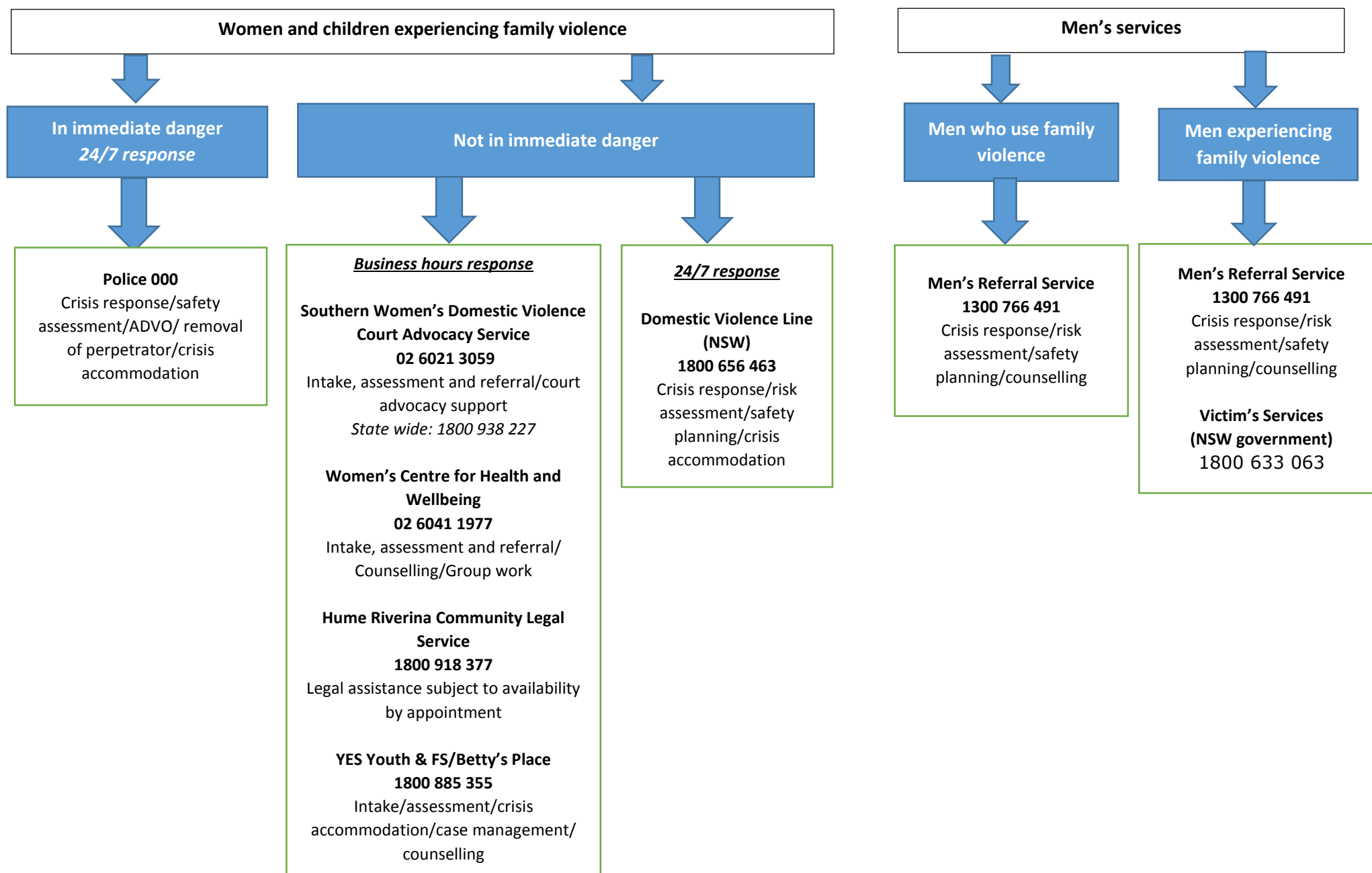
The Family Violence service delivery landscape is changing rapidly on a state wide and national level. Therefore the AWFLPN will endeavour to update it regularly to reflect changes.

This project was completed in partnership with the Hume Integrated Family Violence Service Network and the Southern Women's Domestic Violence Court Advocacy Service. All the services listed in this document were consulted during work on this project. Any enquiries about this project can be directed to [awflnqn@umfc.com.au](mailto:awflnqn@umfc.com.au) .

## Victoria - Ovens Murray region: Referral pathways for Family Violence services



## New South Wales - Murray region: Referral pathways for Family Violence services



## Victoria - Ovens Murray region: service mapping of Family Violence services

Organisation name	Program name	Approx funded FTE	Target population	Catchment area	Program description/activities	Office location(s)	Contact phone number and intake point
Victoria Police	Wodonga Police – 24 hrs Family Violence Unit (FVU) Family Violence Advisor (FVA) Family Violence Liaison Officer (FVLO)	FVU 1 Sergeant 2 Members FVA-covers OM 1 Sergeant FVLO 1 Sergeant	Men and women	Wodonga, Towong, Indigo, Kiewa Valley	Manage recidivist respondents and recidivist affected family members . FVLO checks and follows up on all L17 referrals.	100 Hovell Street, Wodonga 3690	02 6049 2600 or 000
Victoria Police	Wangaratta Police – 24 hrs) Family Violence Unit (FVU) Family Violence Advisor (FVA) Family Violence Liaison Officer (FVLO)	FVU 1 Sergeant 2 Members FVA-covers OM 1 Sergeant FVLO 1 Sergeant	Men and women	Wangaratta, Ovens Valley, Moira	Manage recidivist respondents and recidivist affected family members. FVLO checks and follows up on all L17 referrals.	21-33 Handley Street, Wangaratta 3677	03 5723 0888 Or 000
Centre Against Violence	Family Violence Services & Sexual Assault Services for Women and Children	15 staff (not FTE)	Women and children. Men can access sexual assault services and can also participate in Restorative Justice Program. <i>See 'Notes' at end of table for more information.</i>	Ovens Murray	Intake/assessment Crisis support Housing assistance Court support Counselling – FV Counselling – SA	Wodonga and Wangaratta – locations not advertised	03 5722 2203 Free call: 1800 806 292 (FV) 1800 806 292 (SA)
Junction Support Service	Women and Children's Family Violence Support	0.6	Young women, children	Wodonga and Wangaratta.	Women's family violence counselling Children's family violence counselling Children's support Children's resource program (for agencies)	Melbourne Road, Wodonga 3690 Chisholm St, Wangaratta 3677.	02 6043 7400

Organisation name	Program name	Approx funded FTE	Target population	Catchment area	Program description/activities	Office location(s)	Contact phone number and intake point
Gateway Health	Women's & Children's FV Counselling	Approx 3-4 EFT FV women's and children's counselling	Women and children	Wodonga, Towong, Indigo, Kiewa Valley	Women's DV Outreach Counselling Women and children's FV counselling	High Street, Wodonga 3690	02 6022 8888
Gateway Health	Men's Behaviour Change Program	2 EFT	Men who use violence	Ovens Murray	Men's Behaviour Change Program	High Street, Wodonga Mackay Street Wangaratta,	03 5723 2000
Safe Steps	24/7 Family Violence response Victoria	n/a	Women and children	State wide	Intake, assessment and referral Crisis accommodation Crisis counselling	Melbourne – State wide service	1800 015 188
Hume Riverina Community Legal Service	1. Invisible Hurdles Project	0.8 EFT	Young people aged 12-25 who are victims of family violence,	17 Local Government Areas in North East Victoria and Southern Riverina NSW.	Legal advice and casework assistance, information and referrals.	Wodonga with outreach appointments available in various areas including Albury, Corowa, Deniliquin, Wangaratta, Benalla	0260575000 or 1800 918377
Hume Riverina Community Legal Service cont.	2. Family Violence to Family Law - Continuity of Service Pilot Project – assists people experiencing family violence with their family law issues	1.8 EFT	Those vulnerable and disadvantaged and in need of legal assistance. Can also assist those alleged to have perpetrated violence although not the target population	As above	As above	As above	As above



Organisation name	Program name	Approx funded FTE	Target population	Catchment area	Program description/activities	Office location(s)	Contact phone number and intake point
Hume Riverina Community Legal Service cont.	3. Family Violence Duty Lawyer Service at Wodonga, Wangaratta & Myrtleford Court	0.2 EFT	As above	As above	As above	As above	As above
Hume Riverina Community Legal Service cont.	4. Outreach to Centre Against Violence (Wangaratta) and to Women's Centre (Albury)	0.5 EFT	As above	As above	As above	As above	As above
Mungabareena	Aboriginal Family Violence	0.6	Men and women	Ovens-Murray catchment	family violence worker (risk assessment/safety planning/counselling)	Wodonga	(02) 6024 7599
Aboriginal Family Violence Prevention Legal Service	Legal services	N/A	Women and children	Statewide	Range of legal services, including advice and advocacy in relation to intervention orders and family law.	Melbourne	1800 105 303
Rural Housing Network	Men's crisis accommodation service Note: RHNL provide housing assistance to women and children experiencing family violence in partnership with Centre Against Violence. Referrals go through CAV.	N/A	Women escaping family violence Men who use family violence	Ovens-Murray catchment	Short-term crisis accommodation for men who have been excluded from the family home via intervention orders. Also for women and children	Wangaratta and Wodonga	1800 825 955
Merri Health	Victim's Assistance Counselling Program	5	Victims of crime	Hume region	Intake, assessment and referral, case management for victims of crime (includes men who have experienced/are experiencing family violence, subject to eligibility). <i>See Notes 2 for more information.</i>	Wangaratta Government Centre– main base. Co-located at Benalla and Wodonga.	(03) 9480 6166

Organisation name	Program name	Approx funded FTE	Target population	Catchment area	Program description/activities	Office location(s)	Contact phone number and intake point
Upper Murray Family Care (UMFC)	Family Relationship Services/Financial counselling	0.3FTE	Victorians seeking financial counselling who have been affected by family violence	Ovens Murray region	Financial Counselling for Victorian men and women who have been affected by family violence.	Wangaratta, Wodonga & Mansfield. Outreach to Benalla, Myrtleford, Bright.	Wangaratta & surrounds: 03 5720 0000  Wodonga & surrounds: 02 6055 8000
Women's Health Goulburn North East	NILS (No Interest Loans Scheme)	0.4	1. Women experiencing FV 2. Women on low incomes	Hume Region	No interest loans for women on low incomes for essential goods and services	57 Rowan Street Wangaratta 3677	0357 223009

**Notes:**

1. Centre Against Violence and Safesteps can provide information, risk assessment and support to eligible people who identify family violence. This includes diverse groups such as LGBTI (identifying as a woman)- Aboriginal and Torres Strait Islander people, women with a disability and women from culturally and linguistically diverse backgrounds, including newly arrived refugees and immigrants.
2. Women are most likely to experience violence from a partner or family member in their home – they often fear for their lives. Men are most likely to experience violence from a stranger outside their home and when describing family violence, are mostly concerned about losing their children and/or finances, and not fearing their lives.

## New South Wales – Murray region: service mapping of Family Violence services

Organisation name	Program name	Approx FTE	Target population	Catchment area (LGA)	Program description/activities	Office location(s)	Contact phone number and intake point
NSW Police	Emergency response	Part of general Police emergency/crisis response	Women, children, men	Albury local area command (incl. Corowa, Henty, Holbrook etc.)	Emergency/crisis response to domestic violence incidents in the community.	13 stations	000
NSW Police	Domestic Violence Liaison Officers	2 FTE	Women, children, men	Albury local area command (incl. Corowa, Henty, Holbrook etc.)	Police DV education/support ADVO court support Networking	Albury police station, Kiewa Street	02 6023 9299
Southern Women's Domestic Violence Court Advocacy Service (based at Women's Centre)	Southern Women's Domestic Violence Court Advocacy Service	3.5 FTE	Women and children experiencing family violence	Southern Riverina NSW- attend Albury, Holbrook, Corowa, Finley & Deniliquin local courts	Central intake assessment and referral for public and police (Albury local area command) Court advocacy support.	Women's Centre Albury, 645 Olive St, Albury NSW 2640	02 6021 3059  State wide: 1800 938 227
Women's Centre for Health and Well Being Albury Wodonga	Family violence response is incorporated into generalist women's health response.	1.2 FTE	Women	Southern Riverina/ Wodonga	Intake, Assessment and Referral Short-term counselling Group Program for DV/Family Violence (KNOTS Group for women who have historically or currently experiencing violence). NILS (No Interest Loan Scheme)	Olive Street, Albury 2640	02 6041 1977
Yes Youth and Family Services (Albury/NSW)	Betty's Place women's refuge	On site case managers and counsellor	Women and children who are homeless/at risk of homelessness (incl. FV)	National – depending on links to local area.	Intake/assessment/crisis accommodation (congregate model)/Case management and counselling (onsite and outreach)	Secure location in Albury YES location 562 Macauley st, Albury	Business hours: Free call:1800 885 355 After hours access via DV helpline 1800 656 463
NSW Family & Community Services	Domestic Violence Line Counselling Service (NSW)	N/A	Women and children experiencing family violence	Primarily NSW/national	24/7 Information, assessment and referral telephone counselling crisis accommodation referral	N/A	1800 656 463

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Hume Riverina Community Legal Service	1. Invisible Hurdles Project	0.8 EFT	Young people aged 12-25 who are victims of family violence.	17 Local Government Areas in North East Victoria and Southern Riverina NSW.	Legal advice and casework assistance, information and referrals.	Wodonga with outreach appointments available in various areas including Albury, Corowa, Deniliquin, Wangaratta, Benalla	0260575000 or 1800 918377
Hume Riverina Community Legal Service cont.	2. Family Violence to Family Law - Continuity of Service Pilot Project – assists people experiencing family violence with their family law issues	1.8 EFT	Those vulnerable and disadvantaged and in need of legal assistance. Can also assist those alleged to have perpetrated violence although not the target population	As above	As above	As above	As above
Hume Riverina Community Legal Service cont.	3. Outreach to Centre Against Violence (Wangaratta) and to Women’s Centre (Albury)	0.5 EFT	As above	As above	As above	As above	As above
NSW Department of Justice	Victim’s Services	N/A	Victims of crime where the crime occurred in NSW.	NSW	Counselling, recognition payment (of criminal offence such as assault), financial assistance (eg relocation assistance).	Paramatta, Sydney (counselling providers in Albury/wodonga).	1800 633 063

## National: service mapping of family violence services

<b>Organisation name</b>	<b>Program name</b>	<b>Approx FTE</b>	<b>Target population</b>	<b>Catchment area (LGA)</b>	<b>Program description/activities</b>	<b>Office location(s)</b>	<b>Contact phone number and intake point</b>
Federal Government	Domestic Violence and Sexual Assault National Help Line	N/A	Women and professionals	National	Intake, assessment and referral Counselling Secondary consultations	N/A	1800 737 732
Centrelink	Social Work Department	N/A	Women and children	Albury Wodonga region	income support payments Crisis Payment exemptions from seeking employment, or collecting child support	Albury, Wangaratta, various other locations	132 850
No To Violence	Men's referral service	N/a	Men and women Professionals	State wide	Intake, assessment and referral Counselling Secondary consultations	Melbourne – national service	1300 766 491