



## Women's help card

quick reference guide

### Women's Help Card

For women who live in the Northern Region of Melbourne, including

Abbotsford, Broadmeadows, Brunswick, Bundoora, Carlton North, Coburg, Collingwood, Craigieburn, Diamond Creek, Eltham, Epping, Fawkner, Fitzroy, Glenroy, Heidelberg, Hurstbridge, Ivanhoe, Kinglake, Kingsbury, Lalor, Macleod, Mill Park, Northcote, Preston, Reservoir, Richmond, Rosanna, St Andrews, Sunbury and Whittlesea.

Email feedback to: [info@whin.org.au](mailto:info@whin.org.au)  
Designed by the City of Yarra  
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### Family Violence Services

If you are in immediate danger call the Police on **000**

Support, information and referral service for women and their children who have experienced, or are escaping, family violence:

**Women's Domestic Violence Crisis Service**  
**1800 015 188 / 9322 3555**  
24 hour Emergency Help

**Berry Street**  
Northern Region Family Violence Service **9450 4700**  
9am to 5pm Monday–Friday

**You can call your local Police station and Services for anonymous advice**

### What is Family Violence?

**Abuse by a person to someone they are in a family-like relationship with.** This includes: • Physical • Sexual • Emotional • Financial. This abuse hurts people or causes them to feel afraid.

All types of relationships can be abusive. These include: • young people • older couples • people with disabilities and their carers • same sex relationships • heterosexual relationships • parents abused by children of all ages.

**Family violence is against the law.** This includes physical, sexual, emotional and financial abuse, threats or controlling behaviour. Never believe the violence is your fault.

### Family Violence Hurts Kids Too

Children and young people are scared by family violence, even when they are not the ones being hurt. Children being exposed to family violence is against the law.

Seeing or hearing violence and being fearful hurts children too. It can teach children that violence is OK when it's not.

Children have the right to feel safe. They should not have to live with violence or believe it is normal.

**Berry Street 9450 4700**  
9am to 5pm Monday–Friday  
**[www.burstingthebubble.com](http://www.burstingthebubble.com)**  
**Kids Help Line 1800 551 800**

### Safety Planning

**Have a plan before you leave.** Where will you go? • How will you get there? • What will you take? (money, birth certificate, bank book, passport, spare keys, medicare card, medications, change of clothes). If you intend to leave, make sure you have a plan before you go.

**Who should I tell about leaving?** Make sure telling them is safe for both you and them. • supportive friends • family • neighbours • children • school. Ask your neighbours to call **000** if they hear you calling for help.

Police have the power to issue a Family Violence Safety Notice which may bar a violent person from the property for up to 72 hours.

### Additional Services

**Centre Against Sexual Assault**  
24 hour service **1800 806 292**  
Sexual Assault and Child Abuse Police Response **000**

**Immigrant Women's Domestic Violence Service 8413 6800**  
**TIS Interpreting Service 131 450**

**Elizabeth Hoffman House**  
Aboriginal Women's Services  
24 hour service via **1800 015 188**

**Aboriginal Family Violence**  
Prevention and Legal Service (VIC)  
**9244 3333 / 1800 105 303**

**Victorian Aboriginal Legal Service**  
**9419 3888** toll free **1800 064 865**

**Parentline 132 289**

### Additional Services

**Women's Legal Service Vic**  
**9642 0877**

**Court Network**  
**1800 681 614 / 9603 7433**

**Melbourne Youth Support**  
**9614 3688 / 1800 800 531**

**Directline**  
(24 hour Drug counselling)  
**1800 888 236**

**Women's Information & Referral Exchange (WIRE) 1300 134 130**

**Women's Housing Limited**  
**9412 6868**

**Child Protection 1300 369 536**  
or After Hours **131 278**

### Additional Services

**Centrelink Access Line**  
**131 794**

**Family Relationship Advice Line 1800 050 321**

**Immigrant and Refugee Women's Coalition Family Law Advice Service**  
**9654 1243**

**Relationships Australia**  
**9431 7777**

For more information:  
**[www.dvrcv.org.au](http://www.dvrcv.org.au)**  
**[www.communitylaw.org.au](http://www.communitylaw.org.au)**  
**[www.familyviolence.vic.gov.au](http://www.familyviolence.vic.gov.au)**  
**[www.wire.org.au](http://www.wire.org.au)**

**Banyule**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

West Heidelberg **9450 2002**

**Magistrate's Court**

Heidelberg **8458 2000**

**Housing Help** (NEHS) **9479 0700**

**Community Health**

West Heidelberg **9450 2000**

Greensborough **9433 5111**

**Child FIRST** (family services)

**9450 0955**

**Police Stations** (24 hours)

Greensborough **9435 1044**

Heidelberg **9430 4500**

**Darebin**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

Darebin **9484 7783**

**Magistrate's Court**

Heidelberg **8458 2000**

**Housing Help** (NEHS) **9479 0700**

**Community Health**

Northcote, East Reservoir

and Preston **8470 1111**

**Child FIRST** (family services)

**9450 0955**

**Police Stations** (24 hours)

Northcote **9403 0200**

Preston **9479 6111**

Reservoir **9460 6744**

**Hume**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

Broadmeadows, Craigieburn

and Sunbury **9302 3911**

**Magistrate's Court** **9221 8900**

**Housing Help** (StVdPaul) **9300 2977**

**Community Health** Broadmeadows

**8345 5000** Craigieburn **9308 1222**

Meadow Heights **9302 8888**

Sunbury **9744 4455**

**Child FIRST** (family services)

**1300 786 433** Children being exposed

to family violence is also against the law.

**Police Stations** (24 hours)

Broadmeadows **9302 8222**

Craigieburn **9303 4433**

Sunbury **9744 8111**

**Moreland**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

Moreland **9383 2588**

**Magistrate's Court**

Broadmeadows **9221 8900**

**Housing Help** (StVdPaul) **9300 2977**

**Community Health** Coburg

**9350 4000** (Duty Service 1.00pm

- 4.00pm) Vic Place Coburg **9355**

**9900** and Brunswick **9387 6711**

**Child FIRST** (family services)

**1300 786 433**

**Police Stations** (24 hours)

Brunswick **8378 6000**

Fawkner **9355 6000**

**Nillumbik**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

Federation of Community

Legal Centres **9652 1500**

**Magistrate's Court**

Heidelberg **8458 2000**

**Housing Help** (NEHS) **9479 0700**

**Community Health**

Eltham **9431 1333**

Hurstbridge **9430 9100**

**Child FIRST** (family services)

**9450 0955**

**Police Stations** (24 hours)

Eltham **9430 4500**

**Whittlesea**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

Epping **9401 6655**

Whittlesea **9401 6655**

**Magistrate's Court**

Heidelberg **8458 2000**

**Housing Help** (NEHS) **9479 0700**

**Community Health**

Epping **9409 8787**

Whittlesea **9716 9444**

**Child FIRST** (family services)

**9450 0955**

**Police Stations** (24 hours)

Epping **9409 8100**

Mill Park **9407 3333**

**Yarra**



**Family Violence 9450 4700**

After Hours **1800 015 188**

**Community Legal Service**

Fitzroy **9419 3744**

**Magistrate's Court** Neighbourhood

Justice Centre **9948 8777**

**Housing Help** (HomeGround) **9417 2500**

**Community Health**

Carlton **9349 7333**

Collingwood **9411 4333**

Fitzroy **9411 3555**

North Richmond **9429 5477**

**Child FIRST** (family services)

**9450 0955**

**Police Stations** (24 hours)

Collingwood **9419 4911** Fitzroy

**9419 4311** Richmond **8420 3600**

**Notes**

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