

Domestic Violence

**We can do
something
about it**

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Domestic Violence

Domestic Violence affects the lives of many women and children.

What is Domestic Violence?

Domestic and Family Violence is a pattern of abusive behaviours used by one person in a relationship to gain and maintain control over another person. Domestic violence can happen in any relationship including those between husbands and wives, boyfriend and girlfriends, people in same-sex relationships, parents and children, older people and other family members. Domestic violence can happen in on-going relationships or after separation. The most common type of domestic violence is the use of violent and controlling behaviours by a partner towards women and their children within the family home or after separation.

'Domestic Violence happens across all communities, all cultures and all social and economic conditions'

Domestic Violence takes a number of forms:

- ❖ Physical Assault (punching, pushing, kicking, spitting, slapping)
- ❖ Psychological, Emotional and Verbal Abuse (including threats, put-downs, insults)
- ❖ Sexual Assault and Abuse such as forced sex
- ❖ Financial or Economic Abuse such as controlling finances or resources
- ❖ Social Abuse such as isolating someone from family and friends
- ❖ Stalking and Intimidation
- ❖ Children witnessing **any** of the above

Domestic Violence poses a serious threat to the emotional, physical and mental health of women and children. Living in a state of fear and psychological terror may affect emotional well-being, whilst physical abuse can result in serious injury or death.

How common is it?

Studies indicate that as many as one in three female partners are subject to violence in the home. Domestic Violence affects women from all age groups, income levels, cultures, nationalities and religions.

'It can happen to any woman'

Domestic Violence is the most common form of assault in Australia today. It remains largely a hidden problem, because it usually occurs within the privacy of the home and women are reluctant to talk about it because of fear, shame or embarrassment. Women often remain in violent relationships and hope that the perpetrator's behaviour will change and the abuse will stop. Unfortunately, this rarely happens and the violence can escalate.

'Breaking the silence surrounding domestic violence is the first step towards stopping it'

Domestic Violence is a crime and should be reported to police. Ending violence against women and children is a community responsibility and we must all break the silence.

'If you know a woman and her children are being abused ring one of the agencies listed in this booklet or the police for advice'

Stalking and Harassment

An Apprehended Violence Order (AVO) can assist you if you believe that you are a victim of stalking. An offender might STALK another person by following them about, watching or frequenting the places they live or work. They may also frequent any place they attend for a social or leisure activity or via online or electronic means. If this is happening to you, report it to the police. The 'stalker' does not need to be known to you. Any unwanted communication including phone calls, SMS messages, social media messages and emails are forms of harassment. Children can also be bullied and harassed by way of cyber-stalking. Remember to save all SMS messages, social media messages, voicemails and emails that might be used as evidence of criminal behaviour.

Intimidation

When your current or ex-partner is behaving in a manner which intimidates you, they may be committing a criminal offence. You do not have to have an Apprehended Violence Order to charge someone with intimidation. An offender might intimidate you if their behaviour amounts to annoyance or harassment e.g. repeated phone calls or other behaviour which causes you to be fearful. If you already have an AVO and this is happening, report it to the police.

Trauma, Children and Domestic Violence

One in three women experience violence from a partner or close family member. Many of these women are mothers and their children see, hear and know about the violence against their mother. A child can also be subjected to hurt or violence.

All forms of violence in the family affect children

The trauma of family violence can have immediate, short, or long term effect on children. Every child is affected differently, but there are some common effects of trauma.

What are the effects of Trauma on Children?

Physical effects: When the body is experiencing trauma it will release high levels of stress hormones to help protect it. These stress hormones can be toxic to the body and brain growth. Children can have nightmares, eating problems, and/or headaches. They may lose language skills or become clumsy.

Behavioural effects: A child may become anxious, aggressive, clingy and/or insecure. Children may avoid or lose interest in activities or routines. Children can be hyperactive, fussy or more sensitive to their surroundings. Children's behaviour may go backwards and they may behave younger than their age.

Emotional effects: Abuse can cause flashbacks, confusion and memory problems. Children may experience moodiness, loneliness, low self-esteem and irritability. Children may have strong feelings but have difficulty naming and talking about feelings. This does not mean they don't have them.

Cognitive effects: Abuse can affect the ability of

children to learn new information or concentrate at school. When subjected to violence children's energy is directed to their survival rather than the task of learning.

Effects of Trauma on Babies

Babies and toddlers can be seriously affected by trauma. The brain develops rapidly from in utero to three years of age. In these early years' constant connections and linkages are being made between neurons and brain cells – similar to a network of fairy lights. Children are very vulnerable to damage in these early years. All experiences, good and bad, will impact these connections. The neural pathways are laying down the foundation for who the child will become, how they think about themselves and the world around them. Babies' brains are immature and depend upon nurturing to reach their full potential.

What can parents do to help?

- ❖ Provide a safe and calm place for your child
- ❖ Let your child know you are there for him/her
- ❖ Give your child attention – read, talk and sing with your child
- ❖ Be available to your child if they wish to talk about troubling experiences
- ❖ Don't force your child to talk if they aren't comfortable
- ❖ Use language that your child will understand
- ❖ Spend time playing
- ❖ Have fun and discover new things together
- ❖ Comfort your child whenever they feel sad, hurt or scared
- ❖ Maintain your child's routines as much as possible (especially for eating or sleeping)
- ❖ Accept clinginess and your child acting younger than their age
- ❖ Seek support – share the responsibility of parenting with trusted family members or childcare facilities

The key factor is that no matter how they show their distress, **all** children who witness domestic violence are affected by it to some degree and many are severely traumatised. Children affected by domestic violence can benefit from counselling and/or children's support groups.

Young people

Young women can experience different forms of violence and controlling behaviour in their relationships. Sometimes it can be difficult to recognise these behaviours as violence. You might be confused about how you feel. Your partner (boyfriend, girlfriend or ex) might be loving one day and violent the next.

Here are just a few examples of warning signs in your relationship:

- ❖ Your partner tries to stop you hanging out with your friends and/or family
- ❖ Your partner gets jealous, follows you or accuses you of cheating
- ❖ Your partner puts you down, tells you you're stupid or makes hurtful comments
- ❖ Your partner makes you feel scared
- ❖ Your partner hits you, pushes you or throws things at you

Youth Services:

Wagga Youth Connections: 6983 4200

Headspace Wagga: 6923 3170

Reconnect Youth service Young: 6382 6520

Mental Health Access line 1800 800 944

Older Women

Older women who are experiencing domestic violence may have difficulty recognising the abuse and seeking assistance. No woman should have to live with violence at any time in her life.

Services:

Wagga Women's Health Centre: 6921 3333

Violent Role Modelling Behaviour

When children see their mother's partner being violent or dominant, the message they receive is that men use violence to establish control and that women and children are powerless to stop them. Boys who witness domestic violence can receive messages that boys are masculine like their father and girls are weak like their mothers. The reversal can be true when the violence is directed by a mother to a father.

Whilst violence by women against men is recognised, approximately 95% of violence is directed towards women by men. In addition to this, men's violence is more severe; women are more likely to be killed by

current and former male partners than by anyone else. Men's violence towards women is most often an attempt to control, coerce, humiliate or dominate by generating fear and intimidation. Women's violence is more often an expression of frustration in response to their dependence, stress or refusal to accept a less powerful position. (Bagshaw & Chung, 2000)

The Effects of Violence on Women

Women who have attended Domestic Violence support groups describe some of the effects of violence below. The same women have also painted a portrait of how a violent partner may present in their own words.

How women experience domestic violence:

- ❖ I've lost my self-esteem
- ❖ my confidence is shattered
- ❖ he controls where I go and who I see
- ❖ feeling intimidated
- ❖ feeling threatened
- ❖ physically hurt and sore
- ❖ makes you feel you are crazy

It has affected my:

- ❖ financial security
- ❖ access to family and friends
- ❖ trust in others
- ❖ physical and emotional health
- ❖ ability to care for myself
- ❖ self-respect
- ❖ dreams and sense of hope
- ❖ sexuality

And has led to:

- ❖ depression
- ❖ guilt and shame
- ❖ constant fear
- ❖ lack of control
- ❖ lack of assertiveness
- ❖ eating disorders
- ❖ drug or alcohol abuse
- ❖ detachment
- ❖ a lack of self-care
- ❖ impairment of my mothering ability
- ❖ scars, broken bones
- ❖ no friends, no family
- ❖ self-doubt, I feel like I'm going mad.

A portrait of a violent partner

The same women have said that a perpetrator of Domestic Violence could be:

- ❖ a control freak
- ❖ worried about his 'manhood'
- ❖ weak or insecure
- ❖ someone who plays power games
- ❖ a breaker of repeated promises
- ❖ two-faced (Jekyll and Hyde)
- ❖ a drug and alcohol abuser
- ❖ stone cold sober when violent
- ❖ strong and powerful
- ❖ self-obsessed, self-centred
- ❖ possessive/jealous
- ❖ able to look 'normal' (a pillar of society)
- ❖ cold, unfeeling
- ❖ charming with outsiders and family members
- ❖ deliberately inconsistent
- ❖ short tempered
- ❖ in denial about his behaviours
- ❖ an inadequate father and role model for children
- ❖ financially mean and controlling

'Recovery from family violence is an ongoing journey, a process of survival, of finding 'self' and becoming free from the fear and suffering caused by the trauma of family violence.

This journey is one that occurs over time and is as individual and unique as the women who travel it.

For many women, this journey is a series of steps or stages which are experienced along a pathway, spiral-like in nature.'

(Women's journey away from family violence Vic DHS 2004 p42)

Agencies and Services

Crisis Assistance

If you or your children are in immediate danger, contact the police urgently, or get someone to contact them for you. Try to get out of the house with your children.

Emergency Services – Police or Ambulance

000 or **112** from mobiles

Young Police: 6382 8199

Boorowa: 6385 3208

Harden: 6386 2644

NSW Domestic Violence Line

Ph. 1800 656 463 (TTY 1800 671 442)

The Domestic Violence line is a 24hr telephone crisis counselling and referral service that provides referrals to crisis accommodation services.

National Sexual Assault, Domestic Violence and Family Violence Counselling Service

Ph. 1800 737 732 www.respect.org.au

24hr telephone and online counselling for anyone affected by sexual assault, domestic or family Violence.

Child Protection Helpline

Ph. 132 111

24hr number for the general public to report child abuse and neglect.

Parent Line NSW

Ph. 1800 1300 52

Mon-Fri 9am to 9pm, Sat & Sun 4pm to 9pm. Free professional counselling available. Information and referral about issues for children 0-18yrs.

Kids Help Line

Ph. 1800 551 800 www.kidshelp.com.au

24hr Helpline for children and young people.

Lifeline

Ph. 131 114

24hr Counselling service

NSW Rape Crisis Centre

Ph. 1800 424 017

24hr Counselling service

Translating and Interpreting Service

Ph. 131 450

Free for community members.

Sexual Assault

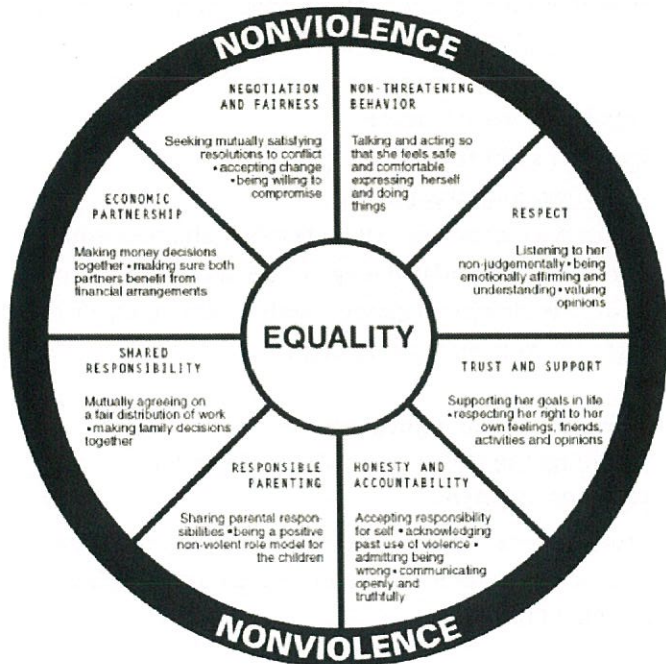
MLHD Intake and Assessment Line

Ph. 1800 654 324

Mensline Australia

Ph. 1800 789 978

Provides 24hr support, information and referral.



Police Advice and Support

Domestic Violence is a crime and should be reported to the police. If police attend a domestic violence incident or receive a domestic violence complaint, they may apply for protection – in the form of an **Apprehended Violence Order (AVO)** – on the victim's behalf.

An AVO provides protection from future violence, harassment or stalking. It is not a criminal charge. Breaching the conditions of an AVO is, however a criminal offence.

Where an assault has occurred, the police are obliged to investigate and may apply for an AVO on the victim's behalf and/or charge the offender with a criminal offence. The police have special Domestic Violence Liaison Officers (DVLOs) at each Local Area Command who assist with Domestic Violence matters.

Exclusion orders can be applied for (usually as part of an AVO), which can restrict the defendant's access to the family home.

Always notify the police immediately if the violent partner or ex-partner has access to firearms / weapons. The police must remove any guns from a violent situation and firearms / weapons licenses can be suspended or cancelled.

When the police are called for assistance in a crisis domestic violence situation, they can initiate an emergency apprehended violence order called a **Provisional Order**. This order is enforceable as soon as it is served by police on the offender. It can offer protection to a point where it removes the offender from the premises temporarily, until the matter goes to court. The domestic violence does not have to constitute physical violence for this order to be made.

Local Police Stations

Hume Local Area Command (LAC)

Ph. 4824 0799

274 Sloane St Goulburn 2580

Harden Police Station

Ph. 6386 2644

5 Station St Harden 2587

Boorowa Police Station

Ph. 6385 3208

48 Marsden St Boorowa 2586

Young Police Station

Ph. 6382 8199

30 Cloete St Young 2594

PHONE 000

If you or your children are in immediate danger, contact the Police urgently, or get someone to contact them for you. Try to get out of the house with your children.

Legal Advice and Support

Law Support

Domestic Violence Legal Advice Line

Ph. 8745 6999 or 1800 810 784

www.womenslegalsw.asn.au

Provides free confidential legal information, advice and referrals for Women in NSW with a focus on Domestic Violence and Apprehended Violence Orders. Available Mon-Thurs 1.30 to 4.30 pm and Tuesdays from 9.30 am to 12.30 pm.

Law Access NSW

Ph. 1300 888 529

www.lawaccess.nsw.gov.au

Free government telephone service that provides legal information, advice and referrals.

National Children's and Youth Law Centre

Hotline: 02 9385 9588

www.ncylc.org.au

Information and advice for children and young people about legal rights and where to get help.

Legal Aid Youth Hotline

Hotline: 1800 101 810

www.legalaid.nsw.gov.au

The service provides legal advice for children and young people under the age of 18. It operates from 9am to midnight weekdays, with a 24hr service from Friday 9am to Sunday Midnight.

TARS (The Aged Rights Service)

Including the Older Person's Legal Service

Ph. 1800 101 810

Provides legal advice, referral, limited assistance and education for financially and socially disadvantaged people in NSW.

Legal Representation

Police initiated AVOs

If the police apply for an AVO on a woman's behalf, a police prosecutor will represent the woman in court.

For Legal Aid assistance contact:

Wagga Wagga Legal Aid Office

Ph. 6921 6588

Outreach Ph. 6921 6588 (service to Cootamundra)

Wagga Women's Domestic Violence Court Advocacy Service (DVCAS)

Ph. 6921 6227

Assists Women experiencing Domestic Violence and applying for Apprehended Violence Orders (AVOs). Information, support and advice on domestic violence, AVOs, the court process, legal representation and referral to other services. Court support on AVO list days at all Local courts. Aboriginal and Culturally Diverse workers available.

Free legal representation at court through the **Domestic Violence Practitioners Scheme** for women seeking private ADVO who are eligible for legal aid and an existing client of the service.

Victim's Services

Victims Access Line (24 hour)

Ph. 1800 633 063

www.victimservices.justice.nsw.gov.au

Complaints

Do you have a complaint about how you have been treated by any government or non-government service?

Often making a complaint can improve services for women seeking assistance in the future.

NSW Ombudsman

Ph. 9286 1000

For complaints about Local Family and Community Services (previously Docs), the NSW Police Force, the NSW Department of Human Services and Housing NSW.

NSW Health Murrumbidgee Local Health District Health Care Complaints Commission

Ph. 1800 043 159

Accommodation

Link2home

Ph. 1800 152 152

NSW 24hr information and referral service for people who are homeless or those at risk especially after hours.

NSW Domestic Violence Line

Ph. 1800 656 463 (TTY 1800 671 442)

A 24hr telephone crisis counselling and referral service that provides referral to crisis accommodation services.

Young Crisis Accommodation Centre

Ph. 6382 4436

Can assist women, men, families and young people.

Housing NSW

Ph. 1300 468 746 or Cootamundra Ph. 6942 5488

www.housing.nsw.gov.au

Provides immediate housing assistance for women and children fleeing domestic violence situations. This may include temporary emergency accommodation, priority public housing, rental and bond assistance. If a woman and her children are already Tenants of Housing NSW, re-housing may be arranged.

Tenants Advice Service – VERTO

Ph. 6382 9250

Free service providing information and advice on the rights of all tenants (private/public).

Youth Emergency Accommodation Line (y connect)

Ph. 1800 424 830

www.yfoundations.org.au

An accommodation referral service for young people aged 12-25 years.

Safe Beds for Pets Community DV Program

Ph. 9782 4408 Mon – Fri 9am to 5pm

Ph. 9770 7555 Weekends and Public Holidays

The Safe Beds for Pets Program aims to assist in empowering women and children to leave situations of domestic violence when they might otherwise be held back by fear for a pet's safety. The program offers solutions for pet owners by providing secure and affordable emergency accommodation.

askizzy.org.au

Ask Izzy can help you find the services you need. It is free and anonymous. You can search through over 350,000 services to find Housing, meals, Healthcare, counselling etc. If you are on the Telstra Mobile Network you can access Ask Izzy without data.

Domestic Violence Specialist Services and Counselling

Counselling

IMPORTANT INFORMATION BEFORE SEEKING COUNSELLING

Couple counselling, family therapy and mediation are not appropriate responses to domestic violence.

They may reinforce the view that domestic violence is a 'relationship problem' rather than unacceptable criminal behaviour. It may increase the risk to the safety and wellbeing of women and children.

In most cases women are counselled individually for safety reasons to gain courage to take the next step. Recovery from the trauma of domestic violence is not possible until you and your children are safe from violence.

Young Crisis Accommodation Centre

Ph. 6382 4436

Assist women, men, families and young people.

Community Care Intake Service – Counselling

Ph: 1800 654 324

Mental Health Access Line 1800 800 944

Wagga Women's Health Centre

Ph. 6921 3333 Mon-Thurs 9.30 to 4.30pm

Sat 12 to 7pm Sun 9:30 to 4.30pm

Wagga Women's Health Centre offers Crisis Support and Specialist Trauma Counselling services for women including those affected by Domestic Violence.

Relationships Australia

Orange and Cowra Outreach

Ph: 1300 364 277

Wagga Wagga to Cootamundra Outreach

Ph: 6923 9190

Personal or family counselling for adults, adolescents and children. Relationships Australia have a range of family and community support and education programs, and an 18 week accredited program for men who are willing to 'take responsibility' for the use of violence in relationships. Fees apply on a sliding scale.

MLHD Community Care Intake Service

1800 654 324

Murrumbidgee Local Health Counsellor for victims of domestic violence

Financial Assistance

Centrelink – Department of Human Services

Multilingual service Ph: 131 202

Child Support Ph: 131 272

The Department of Human Services has payments and services to help you if you are experiencing family or domestic violence. They will consider if you are eligible for a range of payments and services. Social workers offer private and confidential interviews for counselling and support. They can help you work out your options including assessing your payments and exemptions to some requirements. They can also help you access other support services.

Call **132468** and ask to speak to a social worker or visit your local service below and ask to speak to a social worker.

Human Services/Centrelink & Medicare

130 Lovell Street, Young NSW

Harden Shire Council Library

East St, Harden NSW – Ph: 6386 0150

169 Partner St, Cootamundra NSW (Agent)

93-95 Brisbane St, Cowra NSW

6/8 Market St Boorowa

You can also now do most of your Centrelink, Medicare and Child Support business using self-service. There are options using mobile apps, online services or phone self-service.

Visit www.humanservices.gov.au/selfservice for info.

National Debt Hotline

Ph: 1800 007 007

Mon – Fri 9.30am to 4:30pm

No Interest Loan Scheme NILS

Ph: 6382 6328

Hilltops Community Hub 2c Campbell St Young NSW

No Interest Loans for low income earners for household items and services.

Financial Counselling – Mission Australia

Ph: 0408 985 744 or 6932 7500

Emergency Financial Relief

The following services provide material assistance but may require evidence of income (phone for eligibility guidelines).

Salvation Army Young
Ph: 6382 5252

St John's Anglicare Young
Ph: 6382 1811

St Vincent De Paul Young
Ph: 0408 343 247

Young Foodhall
Ph: 0470 220 564
Wed 9am-12pm
Main St, Young

For Information regarding emergency relief in other areas:

Cowra Neighbourhood Centre
Ph: 6340 1100

Cootamundra Community Hub
Ph: 6942 8800

Health Services

Young Hospital
68 Allanan St Young NSW
Ph: 6382 8888

Provides 24hr medical assistance.
If you or your children are injured by domestic violence call an ambulance or present to the emergency department of the Hospital. There are social workers in the emergency department in business hours and on-call after hours to support you during this time and assist you with safety planning as needed. You can request this service at any time.

Alcohol and Other Drugs Service (ADIS)
Ph: 1800 422 599
24hr information, support and counselling.
Murrumbidgee Health
Ph: 1800 800 944

Harden/Murrumburrah Hospital
Swift St Harden
Ph: 6386 2200

Boorowa Hospital
Ph: 6380 2100
Dry St Boorowa

Cootamundra Hospital
Ph: 6924 0444
McKay St Cootamundra

Wagga Wagga Rural Referral Hospital
Ph: 5943 1000
Docker St Wagga

Wagga Women's Health Centre
Ph: 6921 3333

Mon, Tues, Wed, Thurs, Sat, Sun

An alternative, feminist healthcare service run by women for women. Provides physical, social, emotional and psychological healthcare.

Family Planning NSW Health Line
Ph: 1300 658 886

www.fpahealth.org.au

Information and referral on any women's health issue.
Monday to Friday 8:30am to 5pm.

Mental Health Access Line 1800 800 944

Child and Family Services

Child Protection

There is increasing community awareness of the profound impact the experience of domestic violence has on children. Exposure to ongoing domestic violence is recognised as a child protection issue and the Department of Family and Community Services (FACS) play an important role in ensuring the safety of women and their children.

Where children witness or are present at a domestic violence incident, police and other community agencies are mandated to make a child protection report.

Child Protection Help Line

Ph: 132 111

A 24hr number to report any form of child abuse or neglect.

Southern NSW Family Referral Service (Marymead)
Ph: 1300 736 384

www.familyreferralservice.com.au

Offers help with referrals throughout the Hilltops region – assists children, young people and their families to access local services.

Family Support Service / Hilltops Community Hub
Ph: 6382 6328

2c Campbell St Young NSW

Providing parenting programs, advice, referral and case managed family support for families with children aged 0-18 years.

Childcare/Occasional Care

In time of change and the demands of seeking help or moving, existing child care arrangements may be inadequate. The following centres provide regular, occasional, short-term and emergency care.

Stepping Stones Young

Ph: 6382 4701

Annette's Place Young

Ph: 6382 2645

Gumnut Grove Young

Ph: 6382 4124

Family Day Care

Ph: 1800 621 218

Early Start Learning Young

Ph: 6382 4944

Family Law

Mediation may be recommended to resolve family law disputes (e.g. children, property, finances), when a couple separates. ***However, when there has been abuse or violence in a relationship, agencies should follow Family Court Guidelines which state that mediation is inappropriate because both parties in the negotiation process need to have equal power to achieve fair outcomes.***

Family Law Courts

Ph: 1300 352 000 – National Enquiry Centre
www.enquiries@familylawcourts.gov.au

Mon – Fri 8.30am to 5pm

Provides general information about court procedures, forms and publications NOT Legal Advice.

The website www.familycourt.gov.au has information about family violence, court guidelines on violence and a virtual tour of the court so that you know what to expect if you need to attend.

Legal Aid for Family Law (Riverina/Murray Area)

Wagga Wagga Legal Aid Office

Ph: 6921 6588

For legal advice and minor assistance in family law matters including family dispute resolution, child support, child protection and independent children's lawyer.

Law Access NSW

Ph: 1300 888 529

www.legalaid.nsw.gov.au

Family Relationships Advice Line

Ph: 1800 050 321

Mon – Fri 8am to 8pm Sat 10am to 4pm

For information about separation and divorce

Women's Services

Young Crisis Accommodation Centre

Ph: 6382 4436

3/241 Boorowa St Young NSW

Crisis accommodation and support for women and children escaping Domestic Violence.

Young Health Service Women's Health Clinic

Ph: 6382 8888

68 Allanan St Young NSW

Women's Legal Service NSW

Ph: 1800 801 501

www.wlsnsw.org.au

Free legal information, advice and referrals for women with a focus on family law, domestic violence and sexual assault.

Wagga Women's Health Centre

Ph: 6921 3333

Mon, Tues, Wed, Thurs, Sat, Sun

An alternative, feminist healthcare service run by women for women. Provides physical, social, emotional and psychological healthcare.

Family Planning NSW Health Line

Ph: 1300 658 886

www.fpahealth.org.au

Mon – Fri 8.30am to 5pm

Information and referral on women's health issues.

Aboriginal Specific Services

Indigenous Women's Legal Contact Line

FREE CALL 1800 639 784

www.womenslegalnsw.asn.au

Tuesdays 1.30-4.30pm, Thursdays 9.30am-12.30pm

Provides free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander Women in NSW with a focus on Domestic Violence, sexual assault, parenting issues, family law, discrimination and victim's compensation.

Aboriginal Community Liaison Officers

Ring the local Police for more information about officers in your area.

Young Police – 6382 8199

Aboriginal Contact Line

Ph: 1800 019 123

Confidential contact line for victims of violent crimes in NSW who want information about counselling or compensation.

Young Health Service Women's Health Clinic

Ph: 6382 8888

68 Allanan St Young NSW

Services for Women from Non-English Speaking Backgrounds

Translating and Interpreting service (TIS)

Ph: 131 450

National 24hr service

Free for community members and clients, The Australian Department of Social Services provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them.

NSW Domestic Violence Website

Publications in multiple languages

domesticviolence.nsw.gov.au

Go to publications tab at top of page - then Culturally and Linguistically Diverse Women for selection of pamphlet titles by language available for download.

Department of Human Services – Centrelink

Multilingual Telephone Information Service

Ph: 131 202 between 8am to 5pm

www.humanservices.gov.au/customer/information-in-your-language

Free interpreting and information about Centrelink in various languages. Interpreters can also be arranged at local Centrelink offices – ask to be connected to a local Multicultural Service Officer.

Transcultural Mental Health Service (NSW Health)

Ph: 1800 648 911

www.dhi.health.nsw.gov.au/tmhc - download information in your language

Free consultation and assessment for people of all ages with mental health problems. Information on website in multiple languages about medications, self-care and wellbeing, mental health problems in childhood and other fact sheets.

Family Violence Provision

There are special provisions within Immigration Legislation for Women whose relationship breaks down due to violence before permanent residency is granted. The following organisations may be able to assist with enquires:

Immigrant Women's Speakout Association of NSW

Ph: 9635 8022

Mon – Fri 9.30am to 5pm

Support for immigrant and refugee women with and without children, from culturally and linguistically diverse (CALD) backgrounds who are homeless or at risk of becoming homeless.

Immigration Advice and Rights Centre

Ph: 8234 0700

www.iarc.asn.au

Level 5, 362 Kent St, Sydney

Provides a free, independent and confidential immigration advice service. **Recommended for women attempting to access the Family/Domestic Violence Provision within the immigration regulations.** For telephone advice call **8234 0799** Tuesday and Thursday 2-4pm.

Department of Immigration and Border Protection

Ph: 131 881

www.homeaffairs.gov.au

26 Lee St, Sydney

(Download Family Violence and Your Visa in many languages or Fact Sheet 38 – Family Violence Provisions)

Provides information regarding immigration issues for women in domestic violence situations.

Services for Women with a Disability

Regional Disability Advocacy Service (RDAS)

Ph: 1800 250 292 or 6291 9225

Wagga outreach to Young

Provides free and independent advocacy and information for people with a disability

NSW Disability Discrimination Legal Centre

Ph: 9310 7722 or 1800 800 708

Offers advice to people with a disability on how to make a complaint concerning disability discrimination.

People with Disability Australia Inc. (PWD)

Individual Advocacy Service

Ph: 9370 3100 OR 1800 422 015

Mon – Fri 9am to 5pm

Provides advocacy services for people with disabilities.

Sexual Assault Services

Sexual violence is often associated with domestic violence including within marriage. The following services may be of assistance.

Young Health Service Sexual Assault Centre

Ph: 6382 8888

Young Hospital 68 Allanan St, Young NSW

Or present to the emergency department after hours

NSW Rape Crisis Centre

Ph: 1800 424 017

www.nswrapecrisis.com.au

24hr counselling by phone or online.

ASCA (Adults Surviving Child Abuse)

Support / Information Line

Ph: 1300 657 380

Mon-Sun 9am-5pm

www.asca.org/survivors for information and resources online

Linden Place Wagga

Ph: 6921 4441

Counselling for children and adolescents.

Wagga Women's Health Centre

Ph: 6921 3333

Mon, Tues, Wed, Thurs, Sat, Sun

An alternative, feminist healthcare service run by women for women. Provides physical, social, emotional and psychological healthcare.

Same Sex Relationships or LGBTI

Domestic Violence also happens within gay and lesbian relationships. The Police Service recognises the needs of people involved in these relationships and has appointed Police Gay and Lesbian Liaison Officers (PGLLOs) in many police patrols. They can be contacted through local police stations. These police have had special training in this area and will often be specialists in the domestic violence field. When talking to the Police, you may prefer to talk to a Gay and Lesbian Liaison Officer (GLLO) who has had training working with members of the gay and lesbian community. Alternatively, you may wish to speak with a Domestic Violence Liaison Officer (DVLO) who has had special training in working with people who are

experiencing domestic violence.

Young Police – 6382 8199

ACON Anti-Violence Project (AVP)

FREE CALL 1800 063 060

Hearing Impaired Line: 9283 2088

www.anothercloset.com.au

The Anti-Violence Project (AVP) supports LGBTI people who have experienced homophobic, domestic or family violence. They work with and train a variety of services including the NSW Police Force. If you have experienced violence of any kind the AVP can talk to you about what happened, offer support, provide information and put you in touch with services. The AVP also educates the LGBTI and broader community about same-sex domestic violence and helps mainstream services improve their knowledge of and response to this violence in same-sex relationships.

Gay and Lesbian Counselling Service NSW

Ph: 1800 184 527 or 8594 9596

This is a telephone counselling, information and referral service. Counsellors will be able to give you information about domestic violence and refer you to services that can help.

The Gender Centre

Ph: 9569 2366

www.gendercentre.org.au

Provides services and resources to people with gender issues. The centre is also committed to educating the public and service providers about the needs of people with gender issues. They offer a wide range of services to people with gender issues, their partners, families and friends in NSW.

Sex Workers

Women who work in the sex industry also have special needs when it comes to personal violence. The police have local contact officers (Sex Worker Liaison Officers) who support those needs. They can be contacted through your local Police Station.

Young Police – 6382 8199

Resources and Acknowledgements

This pamphlet was produced by the Young Domestic and Family Violence Reference Group and is based on a publication by the Illawarra Committee against Domestic Violence. It has been edited and made relevant to the Hilltops/Murrumbidgee region by staff at Young Crisis Accommodation Centre and Hilltops Community Hub.