External Referral Options

For further support, information, and secondary consultation, please refer to the options below. These referral options relate to anyone who may have experienced, is currently experiencing or has witnessed violence, abuse or neglect.

Crisis

**Victoria Police**  
If a woman is in danger, she should always call 000  
**T: 000**

**National Sexual Assault, Domestic Family violence Counselling Service**  
A telephone, and online crisis and trauma counselling service, 24 hours a day, 7 days a week

**T: 1800 RESPECT (1800 737 732)**  
**W:** [**www.1800respect.org.au/**](http://www.1800respect.org.au/) **(**Online counselling available through their website)

**Safe Steps: Family Violence Response Centre (previously Women’s Domestic Violence Crisis Service)**

Safe Steps Provides

* Emergency accommodation
* A free 24 hour crisis line
* Outreach services
* Advocacy
* Referral and information
* Support services to enable women and children to become - and stay – free from violence.

**T: 1800 015 188**  
**E:** [***admin@safesteps.org.au***](mailto:admin@safesteps.org.au)

**W:** [**http://www.safesteps.org.au/**](http://www.safesteps.org.au/)

**Centre Against Sexual Assault (CASA)**

CASA House offers

* 24 hour crisis care support following a sexual assault in the last 2 weeks
* Short to medium term counselling and advocacy support
* Support groups
* 24 hour telephone counselling and support
* Secondary consultation and debriefing for health and other professionals
* Community and professional education

**T: 9635 3600**

**E:** [**casa@thewomens.org.au**](mailto:casa@thewomens.org.au)

**W:** [**casa@thewomens.org.au**](mailto:casa@thewomens.org.au)

**The**[**Sexual Assault Crisis Line**](http://www.sacl.com.au/)**Victoria (After Hours)**  
Operates after business hours from 5pm – 9am on weeknights, and throughout weekends and public holidays.

Men or women, past or present crisis   
**T: 1800 806 292** (Free Call from landlines – you can ask counsellors to call you back if you initially call from a mobile)

**E:** [***ahcasa@thewomens.org.au***](mailto:ahcasa@thewomens.org.au)

**W:** [***http://www.sacl.com.au***](http://www.sacl.com.au)

State-Wide Support and Information

**Aboriginal Family Violence Prevention and Legal Service Victoria**

Provides legal advice and counselling to Aboriginal women and children that are experiencing or have experienced family violence  
**T: 1800 105 303 (Free call)**

**T: 03 9244 3333 (Melbourne Metro office)**

**W:** [***http://www.fvpls.org***](http://www.fvpls.org)

**InTouch Multicultural Centre Against Family Violence**

InTouch provides services, programs and responses to issues of family violence in migrant and refugee communities.

**T: 03 9413 6500**

**Toll free number: 1800 755 988**

**E:** [***admin@intouch.org.au***](mailto:admin@intouch.org.au)

**WIRE (Women’s Information Referral Exchange)**WIRE provides free information, support and referrals, and has links to women’s services and support.   
**T: 1300 134 130 (9am – 5pm Monday to Friday)**

**W:** [***http://www.wire.org.au***](http://www.wire.org.au)

Mental Health Advocacy Services

**VMIAC** by and for consumers

The Victorian Mental Illness Awareness Council (VMIAC) was formed in 1981 during the International Year of Disabled Persons and was incorporated in 1986. Advocacy, Community Education, Consumer voice, NDIS information

**T: 9380 3900 (9am – 5pm Monday to Friday)**

**W:** [**https://www.vmiac.org.au/**](https://www.vmiac.org.au/)

Family Violence Outreach

**The Lookout (Domestic Violence Resource Centre)**

Resources for survivors and friends and family of survivors of domestic violence, workers supporting women’s safety, and other professionals.

**W:** [**http://www.thelookout.org.au/**](http://www.thelookout.org.au/)

**Gay Lesbian Bisexual Transgender Intersex Queer (GLBTIQ) Referral & Information**

**Switchboard (Telephone counselling, information and referrals for LGBTIQ community members and supporters)**  
Switchboard is a volunteer organisation which provides a free, confidential and anonymous telephone and web-based counselling, referral and information services for the Victorian and Tasmanian lesbian, gay bisexual, transgender, intersex, and queer (LGBTI) community and its supporters. All switchboard volunteers identify as part of the LGBTIQA community.  
**T: 1800 184 527** (3pm – midnight, 7 days a week)

**Gay and Lesbian Health Victoria: On-Line Resources and Information**

Gay and Lesbian Health Victoria (GLHV) is a lesbian, gay, bisexual, transgender, and intersex (LGBTI) health and wellbeing policy and resource unit. They run programs and have a wide range of resources available on their website. **T: 9479 8700** (Monday to Friday 9am – 5pm)

**E:** [**glhv@latrobe.edu.au**](mailto:glhv@latrobe.edu.au)

**W:** [**http://www.glhv.org.au**](http://www.glhv.org.au)

HIV/AIDS Referral and Information

**Positive Women**Positive Women Victoria can provide HIV positive women with referral to other agencies for a wide range of support including: housing, legal, counselling, financial, food resources, home care and many other services.  
**T: (03) 9863 8747** (Monday to Friday 9am – 5pm)

**E:** [***infor@positivewomen.org.au***](mailto:infor@positivewomen.org.au)

**W:** [***www.positivewomen.org.au***](http://www.positivewomen.org.au)

**Thorne Harbour Health (formerly Victorian AIDS Council)**

Thorne Harbour Health continues to lead the response by providing a range of services which include prevention education, treatment for people living with HIV. **T: (03) 9865 6700** or **1800 134 840** (Monday to Friday 9am – 5pm, later on some days **W:**  ***https://thorneharbour.org*/**

Sexual and Reproductive Health

**Family Planning Victoria**

Family Planning Victoria is a statewide reproductive and sexual health service that offers clinical services, training, and workshops for clinicians and the community.

**T: (03) 9257 0100**

**W:** ***www.fpv.org.au***

**1800 My Options**

1800 My Options statewide reproductive and sexual health directory and information service. They can give information on where to access to sexual health, contraception and abortion services.

***W:*** [**1800myoptions.org.au/**](https://www.1800myoptions.org.au/)

**T: 1800 696 784**

Useful Disability Specific Information

**Disability Advocacy Resource Unit**  
DARU is a state-wide service established to resource the disability advocacy sector in Victoria. This organisation can assist in providing information about the relevant advocacy organisations within any area that could provide individual advocacy for people with disabilities.  
**T: (03) 9639 5807**

**E:**[***admin@daru.org.au***](mailto:admin@daru.org.au)

**Disability Services Commissioner**  
The Disability Service Commissioner can respond to complaints made by anyone about Victorian disability services. This independent statutory body provides a free and confidential service and also provides information on avenues available for making complaints about other services.

**T: 1800 677 342**

**E:** [***complaints@odsc.vic.gov.au***](mailto:complaints@odsc.vic.gov.au)

**W:** [***http://www.odsc.vic.gov.au/***](http://www.odsc.vic.gov.au/)

**Association for children with a Disability (ACD)**

ACD is an advocacy and information service for families of children with any type of disability living in Victoria.

**A:** Suite 1, 587 Canterbury Rd, Surrey Hills, Vic, 3127

**E:** [**mail@acd.org.au**](mailto:mail@acd.org.au)

**T:** 03 9880 7000

**W:** [**www.acd.org.au**](http://www.acd.org.au)