



Domestic & Family Abuse

*could happen
to anyone!*

DFV SUPPORT BOOKLET



Domestic
& Family
Abuse
may be...

Verbal
Physical
Emotional
Financial
Social
Spiritual
Family
Sexual



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Domestic & Family Abuse

Domestic and family abuse is a serious social problem which affects the lives of many women and children.

What is Domestic & Family Abuse?

Domestic and family abuse is a pattern of abusive behaviours used by one person in a relationship to gain and maintain control over another person. Domestic and family abuse can happen in any relationship, including between husbands and wives, boyfriends and girlfriends, people in same sex relationships, parents abused by their children, older people abused by their family members and the abuse of young people. Domestic and family abuse can happen in ongoing relationships or after separation.

The most common type of domestic and family abuse is the use of violent and controlling behaviours by the partner towards women and their children within the family home or after separation.

Domestic and family abuse happens across all communities, all cultures and all social and economic conditions.

Domestic and family abuse takes a number of forms:

- physical assault (punching, pushing, kicking, spitting, slapping)
- psychological, emotional abuse 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 the Person from family and friends
- stalking and intimidation
- children witnessing any of the above

Domestic and family abuse 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 and/or abuse in the home.

Domestic abuse affects women from all age groups, income levels, cultures, nationalities and religions. It can happen to any woman.

Domestic abuse and 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 abusive and violent relationships and hope that the perpetrator's behaviour will change and the abuse will stop. Unfortunately, this rarely happens and the violent abusive behaviours can escalate.

Breaking the silence surrounding domestic abuse is the first step towards stopping it. Domestic violence is a crime and should be reported to the police. Ending abuse against women and children is a community responsibility and we must all break the silence. It is normal to be affected by your experiences of domestic abuse.

If you know that 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/work or 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, voice mails 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 (AVO) to charge someone with intimidation. An offender might intimidate you if their behaviour amounts to annoyance or harassment eg. repeated phone calls or other behaviour which causes you to be fearful.

If you already have an AVO and this is happening to you, report it to police.

Trauma, Children and Domestic Violence & Abuse

One in three women experience violence/abuse from a partner or close family member. Many of these women are mothers and their children see, hear and know about the violence/abuse against their mother (A child can be subjected to hurt, abuse or violence). All forms of violence in the family affect children. The trauma of family violence or abuse can have an immediate, short or long term affect 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 headaches. They may lose language skills or become clumsy.

Behavioural Effects: A child may become anxious, aggressive, clingy and insecure. Children may avoid or lose interest in activities and 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 loneliness, moodiness, low self-esteem and irritableness. Children may have strong feelings and have difficulty naming and talking about their 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. 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/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 becomes, how they think about themselves and the world around them. Babies' brains are immature and depend upon parents'/carers' 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 plenty of 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 and be prepared to talk more than once.

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 and sleeping.

Accept clinginess and your child acting younger than their age.

Seek support. Share the responsibility of parenting with trusted family members or childcare.

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

Young People

Young women can experience different forms of violence and controlling behaviours in their relationships.

Sometimes it can be difficult to recognise these behaviours as abuse. You might be confused about how you feel. Your partner (boyfriend, girlfriend or ex) might be loving one day and violent or abusive 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:

Southern Youth and Family Services: 4228 1946

Headspace Illawarra Youth Centre: 4220 7660

Wollongong Youth Services: 4227 8222

Women Illawarra: 4228 1499

Older Women

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

There is an Older Women's Network (OWN) in Wollongong offering support, advocacy and group programs. The OWN Wellness Centre provides group programs at the Community Centre in Coniston on Monday and Tuesday mornings and regular meeting at Corrimal Community Centre first and third Thursdays. Contact the local coordinator on **Ph: 4284 8120**

www.women.nsw.gov.au

www.ownaustralia.org.au



Violent and Abusive Role Modelling Behaviour

When children see their mother's partner being violent/abusive or dominant, the message they receive is that men use violence/abuse to establish control and that women and children are powerless to stop them. Boys want to be 'masculine' and strong like their fathers rather than feminine and weak like their mothers. The reversal can be true when the abuse or violence is directed by a mother towards a father.

Whilst violence/abuse by women against men is recognised, approximately 95% of violence is directed towards women by men. In addition to this, men's violence/abuse is more severe; women are more likely to be killed by current and former male partners than by anyone else and men's violence/abuse 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 or stress or their refusal to accept a less powerful position. (Bagshaw & Chung, 2000).

Women have stated the following effects of violence on them include:

The many women who have attended domestic abuse support groups describe some of the effects of violence and paint a portrait of a violent partner.

How women experience domestic violence and abuse:

- loss of self-esteem
- confidence shattered
- controlling where I go and who I see
- feeling intimidated
- feeling threatened
- physical and/or sexual violence
- 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
- lack of self-care
- impaired my mothering ability
- scars, broken bones
- no friends, no family
- self-doubt, feel like I'm going mad.

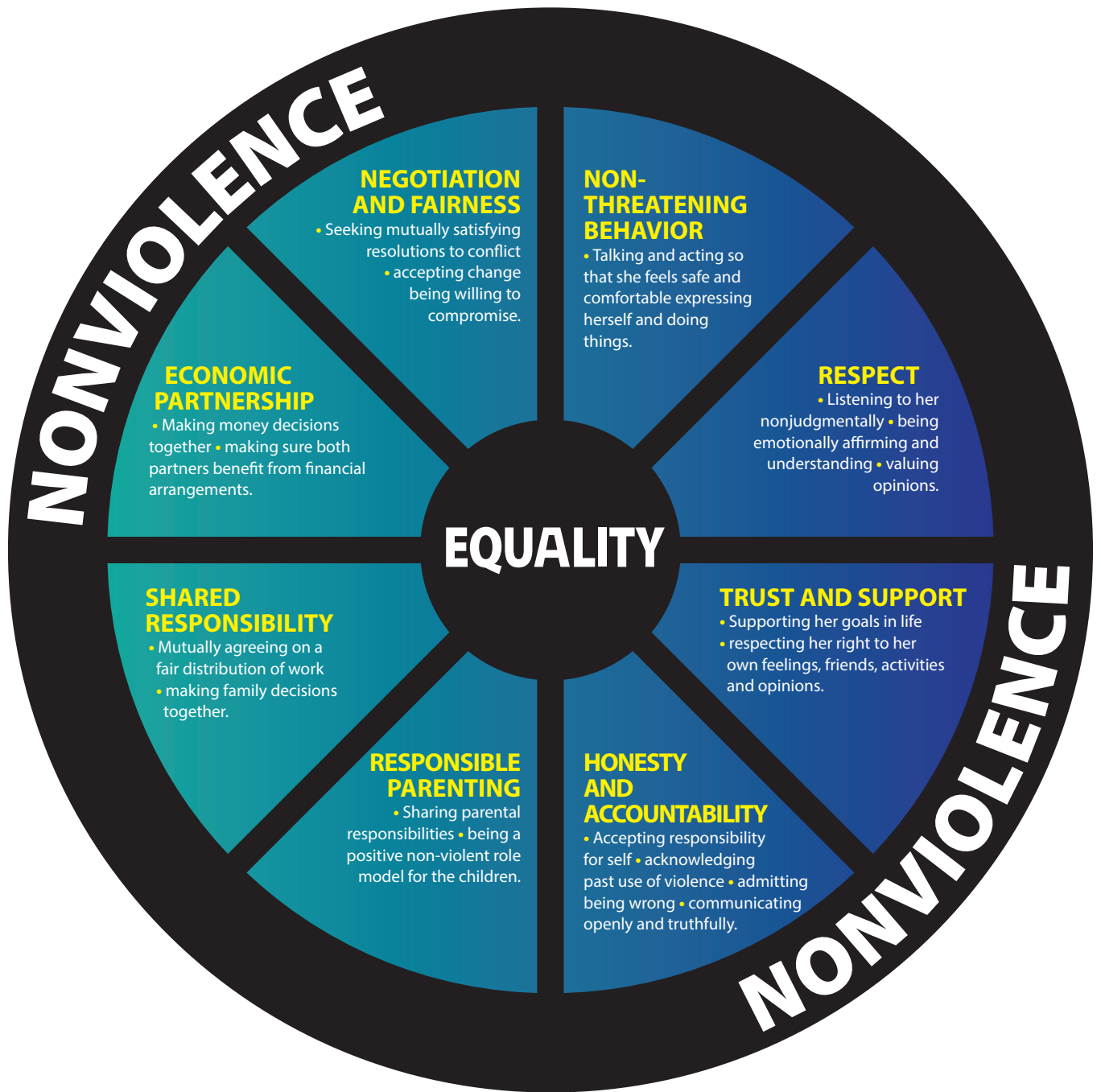
A Portrait of an Abusive Violent Partner

These women have said that he could be:

- a control freak
- worried about his manhood
- weak or insecure
- plays power games
- breaker of repeated promises
- two-faced (Jekyll and Hyde)
- drug and alcohol abuser at times
- 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
- deliberately inconsistent
- short tempered
- in denial about his behaviours
- 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 P 42)





Agencies & 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.

Emergencies – Police or Ambulance

Ph: 000 or 112 from mobiles

NSW Domestic Violence Line

Ph: 1800 656 463 (TTY 1800 671 442)

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

National Sexual Assault, Domestic Violence and Family Violence Counselling Service

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

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

Child Protection Helpline

Ph: 132 111

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

Parent Line NSW

Ph: 1300 1300 52 www.parentline.org.au

Mon to Fri 9am to 9pm, Sat & Sun 4pm -9pm

Free professional counselling available for information & referral about issues for children 0-18yrs.

Kids Help Line

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

24 hr help line

Lifeline

Ph: 131 114

24 hr phone counselling service

Wesnet

www.wesnet.org.au

Contact for technology safety information and other resources

NSW Rape Crisis Centre

Ph: 1800 424 017

24 hr counselling service

Translating and Interpreting Service

Ph: 131 450

Free for community members and clients.

This is a professional and confidential service.

Domestic Family Violence Sexual Assault Violence DFVSAS (VAN) Crisis Service (on-call sexual assault)

Ph: 4253 4977 8.30-5pm Mon-Fri

Ph: 4222 5000 after hours for Illawarra

(ask for the sexual assault counsellor on call)

24 hr crisis response service to victims of sexual assault (children, adolescents and adults) at Wollongong Hospital and Shoalhaven District Memorial Hospitals.

Mensline Australia

Ph: 1300 789 978

Provides 24 hr support, information and referral.

Police Advice and Support

Domestic violence/abuse 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 Domestic Violence Order (ADVO) – on the victim's behalf.

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

Where an assault has occurred, the police are obliged to investigate and may apply for an ADVO on the victim's behalf and/or charge the offender with a criminal offence. The police have special Domestic Violence Liaison Officers (DVLOs) who assist with domestic violence and abuse matters. Exclusion orders can be applied for (usually as part of an ADVO), which can restrict the defendant's access to the family home.

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

Provisional Orders

When the police are called for assistance in a crisis domestic violence/abuse 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 abuse does not have to constitute physical violence for this order to be made.

Emergencies 000

Police Stations

LOCAL POLICE STATIONS *available 24 hours*

Wollongong Police District

Ph: 4226 7899

Cnr Church and Market St Wollongong

Lake Illawarra Police District

Ph: 4232 5599

6 Pioneer Drive, Oak Flats

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 & Support

Domestic Violence Legal Advice Line

Ph: 02 8745 6999 or 1800 810 784 www.wlsnsw.org.au

Provides free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders. Available Monday and Thursday from 1.30 to 4.30 pm and Tuesday 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 to people who have a legal problem.

Youth Law Australia (YLA)

Formally known as National Childrens and Youth Law Centre
Hotline: 02 9067 6510 www.yla.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/what-we-do/criminal-law/youth-hotline

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

Seniors Rights Service (Formally TARS)

Ph: 1800 424 079 and 02 9281 3600 *Mon-Fri 9-4.30pm*

www.seniorsrightsservice.org.au

This service is a community legal centre that protects the rights of older people. Seniors Rights Service provide telephone advice, advocacy, legal advice and educational services. Caseworkers and Social workers available.

Aboriginal Legal Service

Ph: 4276 7100 63A Market St, Wollongong

Local Courts

NSW Courts contact number: 1300 679 272

A victim of domestic violence/abuse can apply for an ADVO by completing an application form at the Local Court office – the matter is then heard by a local magistrate. For support or assistance see Illawarra Women's Domestic Violence Court Advocacy Service below.

Notes

Legal Representation

Police initiated ADVOs

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

Private ADVO Applications

If a woman applies for an ADVO herself she may be entitled to free legal representation through Legal Aid NSW, or through a private practitioner. The Illawarra Women's Domestic Violence Court Advocacy Service can also be contacted to find out more about this process.

FOR LEGAL AID ASSISTANCE CONTACT:

Wollongong Legal Aid Office

Ph: 4228 8299 73 Church St, Wollongong

Provides free legal advice and representation (subject to eligibility criteria) for residents of the Illawarra.

Illawarra Women's Domestic Violence Court Advocacy Service (IWDVCAS)

www.womenillawarra.org.au Ph: 4229 4604

Email: illawarra.wdvcas@womenillawarra.org.au

Assists women experiencing domestic violence/abuse and applying for Apprehended Violence Orders (ADVOs). Information, support and advice on domestic violence, ADVOs, the court process, legal representation and referral to other services. Court support on ADVO 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.

Family Advocacy Support Service (FASS)

Ph: 0411 103 471 Illawarra only, Women only

The Family Advocacy and Support Service (FASS) is a specialist service that provides legal and social support to clients affected by family violence in the family law courts. The support worker for women can be accessed at the Wollongong Family Court registry from Monday to Friday. A support worker for male clients is available on Tuesday mornings. Support workers can assist in making referrals, non-legal advocacy, risk assessment and safety planning.

Legal support and advice is also available Monday to Friday on a duty basis at the Wollongong registry. FASS lawyers can assist with arrangements for children, property problems, divorce, ADVOs, problems with Community Services and victims support.

Social support women: 1800 113 277 non Illawarra number

Duty Lawyer: 1800 551 589 non Illawarra number

Social support men: 1300 003 277 non Illawarra number

Open hours: 9.30-4.30pm

Illawarra Legal Centre

Ph: 02 4276 1939 www.illawarralegalcentre.org.au
7 Greene St, Warrawong

Tenancy information and advice

Ph: 4274 3475 or Freecall 1800 807 225

For general legal advice including Domestic violence/abuse, Victim's Support, Child Support solicitor, Welfare rights, Specialist Immigration advice, Children's Court Assistance Scheme, Aboriginal Legal Access Program and Financial Counselling.

Victim's Compensation

Victims' Access Line (24 hour)

Ph: 1800 633 063

Aboriginal contact line Ph: 1800 019 123 8am-6pm Mon-Fri
www.victimsservices.justice.nsw.gov.au

As a survivor of domestic violence/abuse, you may be entitled to Victim's Compensation. For more information contact:

NSW Ombudsman

Ph: 02 9286 1000 Toll Free: 1800 451 524

NSW Health or Illawarra Shoalhaven Local Health District Health Care Complaints' Commission

Ph: 02 9219 7444

Toll Free: 1800 043 159

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.

Local Family & Community Services (previously DoCS), the NSW Police Force, the NSW Department of Human Services and Housing NSW.

Accommodation

LINK2home

1800 152 152

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

NSW Domestic Violence Line *(NSW only)*

Ph: 1800 656 463 (TTY 1800 671 442)

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

SAHSSI – Supported Accommodation & Homelessness Services Shoalhaven Illawarra

Ph: 4229 8523 www.sahssi.org.au

Supported crisis accommodation for women with or without children who are leaving domestic & family violence/abuse or are homeless. Self-referral available via the website.

Illawarra Homelessness Coordination Services – St Vincent De Paul

Ph: 02 4228 8140 *Mon-Fri 8:30-5pm*

Specialist service to assist those who are homeless or at risk of homelessness (target groups: families, single men, single women, and youth).

The Wollongong Homeless Hub

Ph: 4228 0955 *Mon-Fri 9am-2pm*

75-79 Keira St, Wollongong

One Stop Shop for all – access to showers, laundry, breakfast program, food, clothes and rough sleeper packs. Free use of telephone, computers and photocopiers. Breakfast program – 9 to 10am for people who are homeless and sleeping rough.

Carinya Women's and Children's Service – Salvation Army

Ph: 4276 2968 *Mon-Fri 9am - 5pm*

Crisis and medium-term accommodation for women with children who are homeless or escaping Domestic Violence. Short term stays and referrals to other services.

Domestic Violence Accommodation Support – Baptist Care

Ph: 1300 275 227

Medium-term accommodation in the Illawarra for women with children escaping domestic violence.

Department of Communities & Justice (DCJ) Housing

Ph: 1800 422 322 www.housing.nsw.gov.au

Coniston Homeless Team Ph: 4224 5744

Coniston – 7-11 Bridge St, Ph: 4224 5700

Email: t402@dcj.nsw.gov.au

Shellharbour Tenants Only Email: t405@dcj.nsw.gov.au

FACS Ph: 4224 5791

Southern Team Ph: 4224 5700

FACS: 4224 5760 Email: t403@dcj.nsw.gov.au

Provides immediate housing assistance for women and children fleeing domestic violence situations. This may include temporary emergency accommodation, priority public housing or rental assistance (emergency bond/advance rent). Eligibility applies.

Housing Trust –Community Housing Organisation

Ph: 02 4254 1166 *Mon-Fri 9-5pm*

Email: info@housingtrust.org.au

Level 7, 5 Bridge St, Coniston

Tenants' Advice Service

(Illawarra Community Legal Centre –see Legal Advice above)

Ph: 4274 3475 *Mon-Fri 9-5pm, Thurs public 2-5pm*

Free service for private and public tenants providing information and advice on the rights of tenants.

Youth Emergency Accommodation Line (YEAL)

Free call: 1800 424 830 www.yfoundations.org.au

A platform to other services for homelessness for up to 18 years askizzy.org.au for immediate assistance.

Southern Youth and Family Services (SYFS)

Ph: 4228 1946 – Wollongong Ph: 4295 8700 – Warilla

15-26 years. Office Hours 9-5pm

www.syfs.org.au

24 hr crisis service for short term & emergency accommodation for young people 15-17yrs who are vulnerable, disadvantaged or homeless or at risk of same and their families.

SYFS also provides crisis medium to long term supported housing for homeless or at risk of homelessness young people aged 16 to 23.

Lighthouse Youth Initiative

Ph: 4229 9744 *Open Hours 9-3pm*

1 Railway Station Square, Wollongong

Accommodation service for young people 18-24.

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 and may increase risk to the safety and well-being of women and children.

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

Domestic Violence & Sexual Assault Service DVSA

Formally (VAN) Counselling

Ph: 1300 792 755 for referral. Referrals taken 24/7

The DVSA service provides specialised counselling service for anyone over 18 years experiencing or who have experienced trauma (such as sexual or domestic violence). And 16 + years who have experienced trauma. We assist victims dealing with the affects and the impact of domestic violence. Referrals for child sexual assault are received through DCJCP and Joint Response Unit (JRU).

Relationships Australia

Ph: 1300 364 277 or free call: 1800 044 062

1/63B Market St, Wollongong

Personal or family counselling for adults, adolescents and children and a range of family and community support and education programs. (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.)

Catholic Care Wollongong

Ph: 4227 1122

25-27 Auburn St, Wollongong

Affordable personal family relationship counselling, including children and young people. Fees are based on a sliding scale, however service is not dependent on capacity to pay.

Anglicare

Counselling Referrals Ph: 1300 651 728 Mon-Fri 9-4pm

152 Keira St, Wollongong

Personal, family and relationship counselling, including children and young people for family crisis or change; loss & grief recovery from trauma and abuse strengthening relationships and assistance for relationship break down.

Uniting Counselling

(Uniting Care)

Ph: 4220 1100 Mon-Fri 9-5pm

336 Keira St, Wollongong

Individual and couple counselling, family counselling with children and adolescents; post separation counselling and programs for children (The Anchor).



Financial Information

Centrelink – Department of Human Services

Multilingual Service Ph: 131 202

Child Support Ph: 131 272

Payments and services to help you if you are experiencing family or domestic violence. 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.

Call 132 850 and ask to speak to a social worker or visit your local service below and ask to be referred to a social worker.

Wollongong: Corporate Square, 43 Burelli St

Shellharbour: Professional Office Suites, Stockland

Corrimal: Cnr Underwood and Collins Sts

Warrawong: Shopfront, Suite 1 Gallery level,
Westfield, Cowper St

Dapto: 41 Baan Baan St

National Debt Helpline

Ph: 1800 007 007 *for immediate and free assistance*
Mon-Fri 9.30-4.30pm

Aboriginal Advice Service

Ph: 1800 808 488 Mon-Fri 9.30-4.30pm

A free legal advice service about money matters

Insurance Hotline

Ph: 1300 663 464 Mon-Fri 9.30-4.30pm

Free Insurance help-line for consumers

Financial Counselling

Illawarra Legal Centre Warrawong (outreach to other suburbs)

Ph: 4276 1939

Mon-Fri 9-5pm, Thurs 2-5pm Consultation with clients

Free professional help for those in financial difficulty - appointment necessary.

Free legal advice on any matter

Centrelink assistance

Child Support assistance

Rent issues

No Interest Loan Scheme NILS

Southern NILS Community Loan Scheme

Ph: 4276 2224 *Mon-Thurs 9-3pm 18+ years*

Cnr Church and Wentworth St, Pt Kembla

No interest loans to low income earners for household items, medical equipment or car registration.

Warilla North Community Centre (Baptist Care)

Ph: 02 8624 8600 *Mon-Thurs 9-4pm 18+ years*

2-6 Hill Street, Warilla

Emergency Financial Relief

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

Anglicare Wollongong

Ph: 4229 7911 *Mon-Fri 9-4pm*

152 Keira St, Wollongong

St Vincent DePaul Community Centre

Ph: 4228 9355

Salvation Army Emergency Relief

Ph: 1300 371 288

Wesley Financial Counselling Services

Ph: 4231 8210 www.wesleymission.org.au

Notes

Child & Family Services

Child Protection

There is increasing community awareness of the profound impact the experience of domestic and family abuse/ 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 24 hr number to report any forms of child abuse or neglect.

Barnados

Barnados Family & Support Service

Ph: 4275 8575 *Mon-Fri 8-6pm*

Barnados Family Support provides assistance to families with children up to 5 years old, who may require additional support with a range of issues which can impact on parenting and family relationships. Barnados Family Workers can see families in their home or in a mutually agreed location. This is a free service.

Family Services Australia

Ph: 1800 372 000 www.familyservices.org.au

Family Services House

Ground level Stockland Civic Plaza, Shellharbour

Providing parenting and living skills programs, advice, referral and case managed family support for families with children 0 – 17 yrs. All services are focused on improving the safety and wellbeing of children, young people and families – particularly those who are vulnerable and disadvantaged.

Brighter Futures - Care South

Ph: 1300 554 426 www.caresouth.org.au

Mon-Fri 9-5pm After Hours-all night

Casework, practical support and assistance. This service deals with many issues facing families including Domestic Violence.

South Coast Children's Family Centre – Barnardos Australia

Ph: 4275 8575

13 Greene St, Warrawong

Practical support and assistance for children, young people and families – playgroups at a range of locations, preparation for school, parenting programs, financial assistance and a range of family support.

Child Care – 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 occasional and regular short term care and emergency care.

Hospital Hill Pre-school & Occasional Care Centre

Ph: 4226 4600 or 0422 531660

377 Crown St West, Wollongong

Mon-Fri 8-5pm

Short St Pre-school & Occasional Care Centre

Ph: 4285 9146

18 Short St, Corrimal

Mon-Fri 8-5pm closed Public Holidays

Warilla Education and Care Centre

Ph: 4297 1855 or 0422 531644

3/10 Belfast Avenue, Warilla

Mon-Fri 8-5pm

Family Connect and Support

Ph: 1800 267 327 (1800 AMS FCS)

fcs@southcoastams.org.au www.southcoastams.org.au

Family Connect and Support helps children, young people and families in NSW with parenting challenges, financial stress, substance use, family breakdown, housing issues, mental health, domestic and family violence and more. We welcome families from all cultural backgrounds, lands and communities.

Family Law

Mediation may be recommended to resolve family law disputes (eg children, property, finances), when a couple separate. 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.familylawcourts.gov.au

Email: enquiries@familylawcourts.gov.au

Mon-Fri 8.30-5pm

(for TTY Voice call contact the National Relay Centre

Ph: 133 677; for Speak and listen 1300 555 727)

Provides general information about court procedures, forms and publications - NOT legal advice.

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

Legal Aid for Family Law

Wollongong Legal Aid

Ph: 4228 8299 Mon-Fri 9-5pm

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

Family Law Early Intervention Unit (EIU)

www.legalaid.nsw.gov.au/what-we-do/family-law

Provides free family law services in courts & community locations to help resolve issues as early as possible without the need for lengthy litigation. Outreach to Warilla & Dapto Neighbourhood Centres, Kiama and Albion Park Local Courts and Illawarra Multicultural Service.

Family Relationships Advice Line

Ph: 1800 050 321

For information about separation and divorce.

Family Relationship Centre Wollongong (Uniting Care)

Ph: 4220 1100

336 Keira St, Wollongong

Family counselling with children and adolescents, support through separation, dispute resolution/mediation.

Services Specifically For Women

Illawarra Women's Health Centre

Women Only

Ph: 4255 6800 Telephone counsellor: 1800 825544

www.womenshealthcentre.com.au

2/10 Belfast Avenue, Warilla

Provides safe, accessible health and wellbeing services at little or no cost and a range of programs and groups for women experiencing or affected by violence and sexual assault.

Women Illawarra (Wollongong Women's Information Service)

Ph: 4228 1499 Mon-Thurs 9-4.30pm, Fri 9-1pm

170 Corrimal St, Wollongong wi@womenillawarra.org.au

Provides a range of programs and supports for women in the Illawarra affected by domestic violence/abuse and other issues. Information, advice, referral and support both face to face or by phone. Community education around domestic violence/abuse prevention and social inclusion programs.

SAHSSI – Supported

Ph: 4229 8523 www.sahssi.org.au

Accommodation & Homelessness Service Shoalhaven Illawarra

Women's Sexual Health & Family Planning Services

Gynaecology Centres Australia

Ph: 9585 9599 Mon-Fri 8-5pm

Level 3 166 Keira St, Wollongong

Family Planning NSW Health Line

Ph: 1300 658 886 www.fpnsw.org.au

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

Services For Aboriginal Women

Wirringa Baiya Aboriginal Women's Legal Centre

Marrickville

Ph: 9569 3847 Free Call: 1800 686 587

Mon-Fri 9-5pm legal advice 10-4pm Wednesday closed to public
www.wirringabaiya.org.au

Provide information, referral and support for Aboriginal women in domestic violence and sexual assault cases, including a legal service and drop-in centre. Casework if needed and males up to 15 years can use the service if they have experienced violence.

First Nation Women's Legal Program

Ph: 8745 6977 Free Call: 1800 639 784

www.womenslegalnsw.asn.au

Mondays, Tuesdays and Thursdays from 10 am to 12.30 pm

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.

Illawarra Aboriginal Medical Service

Ph: 4229 9495 9-5pm 150 Church St, Wollongong

Community controlled health service that provides free medical and other health care to peoples Aboriginal and Torres Strait Islander.

Binji & Boori Aboriginal Maternal, Infant Child health (AMICH)

Ph: 4295 2417 or 4295 2374 6B/10 Belfast Ave, Warilla

Targeted health service for Aboriginal women who are pregnant or who have a child who has not commenced school. Multidisciplinary service with a range of professional staff and Aboriginal Health workers that can provide home visits, outreach from Aboriginal services and visits to pre-schools.

Aboriginal Community Liaison Officers (ACLOs)

Aboriginal Contact Line Ph: 1800 019 123

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

Aboriginal Legal Service

Ph: 4276 7100 63A Market St, Wollongong

Services For Cultural & Linguistically Diverse (Cald) Backgrounds

Translating and Interpreting Service (TIS) National

Ph: 131 450 24 hr service

Free for GPs, specialists and pharmacists.

Health Care Interpreter Service (Illawarra Shoalhaven Local Health District)

Ph: 1800 247 272

For Wollongong, Shoalhaven, Southern & Murrumbidgee. Free for public health services in the Illawarra, Shoalhaven, Southern region & Murrumbidgee. Assists clients from culturally and linguistically diverse (CALD) backgrounds and the Deaf community to access health services by providing professional and confidential interpreting services.

NSW Domestic Violence

Website has 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 8-5pm

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

Free interpreting and provides 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.

Illawarra Multicultural Service (IMS)

Ph: 42296855 info@ims.org.au

Level 1 67-69 Market St, Wollongong

Information, referral and advocacy for culturally diverse people.

Transcultural Mental Health Service (NSW Health)

Ph: 1800 648 911 www.dhi.health.nsw.gov.au/tmhc -
download information in your language

The Transcultural Mental Health Centre (TMHC) works with health professionals and communities across New South Wales to support positive mental health for people from culturally and linguistically diverse communities.

Illawarra Spanish and Latin American Community Organisation (SALCO)

Ph: 4225 2128 *Mon-Thurs 9-3pm Closed Fridays*
192 Gipps Rd, Gwynneville

Information and referral services for social problems and problems related to language. Free confidential service.

OTHER LOCAL ORGANISATIONS:

Italian Social Welfare Organisation

Ph: 4228 8222

21 Stewart St, Wollongong info@itsowel.com.au

Aged and community service

Greek Welfare Centre

Ph: 4228 1609

Macedonian Welfare Association

Ph: 4275 2266 *Mon-Fri 8.30-4.30pm*

Information on accessing services, referrals, refugees immigration support, general community support. Everyone is welcome.

Family Violence Provision

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

Immigrant Women's Speakout Association of NSW

Ph: 9635 8022

Immigration Advice and Rights Centre

Ph: 8234 0700 for appointment or www.iarc.org.au

Suite 3, Level 8, 377-383 Sussex St, Sydney

Mon-Fri 9-5pm

Provides a free, independent and confidential immigration advice service. Recommended for women attempting to access the Family/Domestic Violence Provision within in the Immigration Regulations.

Department of Immigration and Border Protection

Ph: 131 881 www.border.gov.au

26 Lee Street, 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 People With A Disability

The Australian Centre for Disability Law

Ph: 9370 3135 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

Provides advocacy services for people with disabilities.

Illawarra Women's Health Centre – Women only

Ph: 4255 6800 *Mon-Fri 9-5pm*

Offers domestic violence education and support to women with a disability. Available every Tuesday or Wednesday. Other times by appointment.



Sexual Assault Services

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

Domestic Family Violence Sexual Assault Service (DFVSAS) Formally known as (VAN) Crisis Service (on-call sexual assault)

Ph: 4253 497 8.30-5pm Mon-Fri

Ph: 4222 5000 - *after hours for Illawarra (ask for the sexual assault counsellor on call)*

24 hr crisis response service to victims of sexual assault (children, adolescents and adults) at the Wollongong and Shoalhaven District Memorial Hospitals.

ASCA (Adults Surviving Child Abuse)

Blue Knot helpline

Ph: 1300 657 380 *every day 9-5pm*

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

NSW Rape Crisis Centre

Ph: 1800 424 017 *24hr counselling by phone*

www.nswrapecrisis.com.au

(also fact sheets and information about where else to get help on the website)

Same Sex Relationships or LGBTQIA+

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 districts. They can be contacted through local police districts. These police have had special training in this area and will often be specialists in the domestic violence field.

ACON Anti-Violence Project (AVP)

Ph: 9206 2000 or Free call: 1800 063 060

acon@acon.org.au *Mon-Fri 10-5pm*

Hearing Impaired 9283 2088 www.anothercloset.com.au

The Anti-Violence Project (AVP) supports LGBTQIA+ people who have experienced homophobic, domestic or family violence. Another Closet – a booklet about violence in same sex relationships.

QLife

Ph: 1800 184 527 *everyday 3pm-12am*

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.

Safe Relationships Project

Ph: 9332 1966 or Free Call: 1800 244 481 *Mon-Fri 10-5pm*

Inner city legal centre offers domestic violence court assistance and support for people in same sex relationships and for those who are transgender or intersex.

The Gender Centre

Ph: 9519 7599 www.gendercentre.org.au

41-43 Parramatta Rd, Annandale

Provides services and resources to people from the transgender and gender diverse community. Includes support for DV & Family violence, includes casework, court support & advocacy.

Sex Workers

Sex Workers Outreach Project: Illawarra

Ph: 02 9206 2166 or 1800 622 902 www.swop.org.au

Mon-Fri 10-6pm, Wed 2-6pm

Outreach service to provide information, support and referral for private workers, parlours and street workers and to provide sexual health information for workers, management and clients. Safe sex supplies, needle and syringe program and legal information including occupational health and safety.

BaptistCare HopeStreet

Ph: 4298 2800

27-29 Wentworth St, Port Kembla

HopeStreet is a safe space for marginalised, disadvantaged people seeking social connections & support with mental health, homelessness, addiction and domestic violence. We offer free breakfast, lunch, showers and other essentials.

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