



Family violence support services during covid-19



Legal advice and referral service



Victoria Legal Aid

VLA provides legal advice and assistance to persons who qualify for their services. VLA can be contacted on 1300 792 387 from 9.00am to 5.00pm each week day. They are currently operating at reduced capacity due to COVID-19, so consider delaying non-urgent calls. They will not be accepting clients and visitors at their office reception areas for the time being, so it will be necessary to telephone only.

VLA also has free information on their website on a host of topics including COVID-19; Family Violence Intervention Orders, Parenting Orders and child contact, separation, divorce and marriage annulment at <https://www.legalaid.vic.gov.au/find-legal-answers>

At the Family Law Courts

Family Court staff will be available to provide telephone support from 9.00am to 5.00pm each week day on 1300 352 000 or via a Live Chat on their website at <https://www.familycourt.gov.au>

The Family Court of Australia and Federal Circuit Court of Australia remains open however the Courts' operations have changed to implement necessary restrictions on the community in accordance with the Commonwealth Government directions. Accordingly, initial contact with the Court should occur via telephone or live chat.



Family violence



- If you are in danger, call '000' and ask for the police. The police will take action to protect you and offer other support where it is needed and necessary.
- If it is not an emergency, call or go to your local police station. See the Victoria Police Website at <https://www.police.gov.au> for location and contact details.
- If you feel the matter does not require police assistance, you can apply for a family violence intervention order at your local Magistrates' Court. If you need protection straight away, you should explain this to the Court staff. Children can be included on your application if you fear for your children's safety. See the Magistrate's Court of Victoria website at <https://www.mcv.vic.gov.au/going-court/find-court> for locations and contact details.



Crisis Support, Information and Accommodation



Safe Steps Victoria

Please call 1800 015 188 or email safesteps@safesteps.org.au for telephone counselling and referrals for family violence support services and accommodation.

1800 RESPECT

Please call 1800 737 732 for telephone counselling and referrals for family violence support services and accommodation. The 1800 RESPECT website also includes a directory of local specialist services – <https://www.1800respect.org.au>

With Respect Specialist LGBTIQ+ services

Please call 1800 542 847 for specialist LGBTIQ+ services including counselling, accommodation and financial support referral services.

After hour services run Wednesdays from 5:00pm-11:00pm and Saturdays and Sundays 10:00am to 10:00pm.

The Victims Support Agency (VSA)

The VSA is responsible for coordinating a suite of services within Victoria for victims of crime against the person. The VSA operates the Victims of Crime Helpline and funds the State wide Victims Assistance Program (VAP). The VSA is the primary source of assistance for male victims of family violence. The Victims of Crime Helpline (1800 819 817, 8:00am-11:00pm, 7 days per week) provides information support and referrals for all victims of crime.

Housing Support and Financial Assistance

Tenants Victoria

If you have a police-issued Family Violence Safety Notice or a full Family Violence Intervention Order, one of the conditions will be that the person accused of the violence be excluded from the family home. It will be a breach of the order and a criminal offence for that person to enter the home. For renters, the Tenants Union of Victoria can provide advice about how to have the locks changed, receive consideration for rental arrears and have people using violence removed from a lease. Further information can be found at <https://www.tenantsvic.org.au>

Family Violence Flexible Support Package (FSP)

The Victorian State Government provides support packages to assist victims/survivors experiencing family violence by providing financial support to stabilise and improve their safety in a crisis or post-crisis situation.

Funding is available either through Victims of Crime funding or a Family Violence Flexible Support Package (FSP). Funding may be used to pay for items and services such as tech safety advice, surveillance sweeps of cars and premises, personal safety alarms, CCTV cameras, deadlocks.

An application form must be completed and lodged by a case manager of a specialist support service on behalf of a client. Further information can be obtained by contacting Family Safety Victoria on 03 9194 3100 or at <https://www.vic.gov.au/funds-to-support-victims-of-family-violence>

Victims of Crime Compensation

To obtain advice about reporting a crime, the Victims of Crime court process or accessing other services as a victim of crime, including applying for compensation and financial assistance, call 1800 819 817 between 8:00am-11:00pm, 7 days per week, or text 0427 767 891.

Further information can also be found on the Victims of Crime website at <https://www.victimsofcrime.vic.gov.au>

Victorian COVID-19 Emergency Relief Packages

The Victorian State Government is offering Emergency Relief Packages to people directly affected due to coronavirus in mandatory self-isolation with no access to food and essential supplies and no network or family or friends to support them, and who may be experiencing financial hardship. Assistance can be obtained by calling Victoria's dedicated coronavirus hotline on 1800 675 398.

Private lenders

There are numerous lenders and/or mortgage brokers who can assist with personal or business loans and who may also be offering deferral of loan repayments, fee waivers, extensions of loan terms and temporary overdrafts. You should contact your lender or mortgage broker for further information/advice.

How to get in touch

Call us on 1800 21 22 23

8.30am-5pm, Monday to Friday.

Or email us at enquiries@gordonlegal.com.au and we will be in touch within 24 hours.

www.gordonlegal.com.au