Family Violence system referral entry point for women & children in the Eastern Metropolitan Region

- **Call Police on 000 if there is immediate danger**
- **Woman notifies of family violence**
- **Community services**
- **What other resources will help me respond?**

**Police attend and complete risk assessment**
- **Is woman in need of immediate, on site support and/or emergency accommodation?**
  - **Yes**
    - Police fax L17 to WDVCS
  - **No**
    - **Comprehensive CRAF risk assessment w/ client consent**

**If child’s or young persons’ safety or wellbeing at risk?**
- **Police referral to appropriate Child First or Child Protection Service**
- **Call Police on 000 if there is immediate danger**

**Conduct a Preliminary CRAF risk assessment w/ client consent**
- **Is woman in need of immediate, on site support and/or emergency accommodation?**
  - **Yes**
    - **Phone referral to WDVCS**
  - **No**
    - **Phone referral to EDVOS**

**Is a child or young person’s safety or at risk?**
- **Contact and refer to Child FIRST or Child Protection**

**Victims of crime website**

**Code of Practice for Family Violence Services for Women and Children**

**Community Health Services – FV programs:**
- Counselling and support groups for women
- Parenting support for mothers/carers of child who has experienced family violence
- Trauma recovery and other forms of support for children

**Advocacy & Case management options:**
- WDVCS/EDVOS immediate support and advocacy
- 24 hrs Eastern Crisis Advocacy Response Service
- High Risk Response
- Intensive Case Management
- Crisis accommodation (refuge or motel)
- Court Support & Legal Services
- Private Rental Brokerage
- Pets in Peril
- Children’s Advocates and Supported Playgroups

**Other Referral options:**
- InTouch Multicultural Centre against FV
- Safe at Home Program
- Boorndawan Willam Aboriginal Healing Service
- Aboriginal Family Violence Legal Service
- Opening Doors Housing Entry Points
- Eastern Victims Assistance Counselling Program
- Eastern Centre Against Sexual Assault
- Child Protection or Child FIRST/Family Services
- Adult or Child and Youth Mental Health services
- Centrelink
- Alcohol and other drug services
## Important information:

Call police on 000 if there is immediate danger to a victim of family violence.

**Women’s Domestic Violence Crisis Service** (state wide) call 1 800 015 188, 24 hrs 7 days per week

**Sexual Assault Crisis Line** (state wide) call 1 800 806 292, 24 hrs 7 days per week

**After Hours Child Protection Emergency Services** (state wide) call 131 278

**Eastern Domestic Violence Service** (Eastern Metro Region) call (03) 9259 4200, 9am to 5pm, Monday to Friday

**Eastern Centre Against Sexual Assault** (Eastern Metro Region) call (03) 9870 7330, 9am to 5pm, Monday to Friday

## Resources in the flowchart

### Family Violence Common Risk Assessment Framework (aka CRAF)

Information and resources about the CRAF can be found on the Department of Human Services website. This includes information about the Preliminary and Comprehensive risk assessments.


Please note: The *Preliminary risk assessment* is intended for use by service providers where family violence response is not their core business. The assessment assists with immediate safety planning and referrals for specialist family violence support. The *Comprehensive risk assessment* is intended for use by specialist family violence services for detailed safety planning and case management responses.

### Victoria Police L17 Risk Assessment

Information about the L17 can be found in the Victoria Police Code of Practice for the Investigation of Family Violence (2nd Edition).


### Child FIRST or Child Protection Referrals

Information about when and how to make referrals to either Child FIRST or Child Protection Services can be found on the Department of Human Services website.


### Victims of Crime

Information for victims of crime, including civil and criminal justice responses to family violence can be found on the Department of Justice website.


### Code of Practice for Specialist Family Violence Services for Women & Children

Domestic Violence Victoria is the peak body for specialist family violence services in the state. This code of practice guides best practice service provision for these services and can be found on the DV Vic website.