

GETTING HELP & REPORTING DOMESTIC AND FAMILY VIOLENCE IN VICTORIA



If you are experiencing domestic or family violence, or you are worried about someone else, support is available.

You do not have to wait until things become an emergency before asking for help.

1 If it is urgent or someone is unsafe

Call 000 (Triple Zero) immediately if:

- Someone is in danger
- Violence is happening now
- Someone has been threatened
- You are worried someone may be seriously harmed

2 If you need advice or support

You can contact a domestic and family violence support service even if:

- You are unsure whether what is happening is abuse
- You are not ready to report to police
- You don't know what you want to do next
- You are worried about someone else and need advice

A support service can help with:

- Understanding what is happening
- Safety planning
- Counselling and emotional support
- Housing and practical needs
- Understanding your options

3 Reporting domestic and family violence to police

If it is not an emergency, you can:

- Call the Police Assistance Line: 131 444
- Attend any police station
- Speak with a police officer (you can ask if a Domestic Violence Liaison Officer is available)

You can also provide information anonymously:

- Crime Stoppers: 1800 333 000

4 What happens when you report

Once a report is made, Victoria Police are required to act:

- Take your concerns seriously
- Speak with you about what has happened
- Take a statement from you and record what you say
- Check immediate safety concerns for you and others affected
- Collect available evidence such as photos, messages or witness information
- Record the incident in their system
- Assess risk and discuss next steps

Depending on the situation, police may:

- Investigate possible offences
- Lay criminal charges
- Apply for protection through a Family Violence Safety Notice or Family Violence Intervention Order
- Connect you with support services

5 Family Violence Intervention Orders (FVIO)

In Victoria, protection orders are called Family Violence Intervention Orders.

An FVIO is designed to improve safety by **placing conditions on the person causing harm.**

Conditions may include:

- Not contacting you or someone else
- Staying away from certain places
- Not threatening, intimidating or stalking
- Being required to leave the home in some circumstances

Police can issue a FV Safety Notice for immediate protection or apply to the Magistrates' Court for a FVIO. You can also apply for a FVIO through the Magistrates' Court. Free legal advice is available through Victoria Legal Aid.

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Specialist domestic and family violence support

After a domestic violence report, you may be connected with specialist support services.

In Victoria, specialist support includes The Orange Door and Safe Steps.

A specialist domestic and family violence worker may help you:

- Talk about your safety
- Help create a safety plan
- Explain support options
- Connect you with local services
- Access housing, counselling or practical support

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Victims of Crime

Victims of Crime provide help for people affected by crime, including family violence.

Support may include:

Counselling

- Emotional support and counselling options

Financial assistance

Depending on your circumstances, support may be available for costs connected to violence, such as:

- Medical or counselling needs
- Safety needs
- Practical recovery expenses

Support navigating the process

- Help understanding options
- Assistance with applications
- Referrals to other services

You may be able to access support even if:

- The person was not charged
- The matter has not gone to court

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After reporting

Ask for the **police report/reference number** - this is important for follow-up.

- If you did not receive it, you can contact your local police station and request it

Police may:

- Follow up within days
- Keep contact during court processes
- Connect you with support services

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If you're not ready to report

You can:

- Contact specialist support services for advice
- Contact 1800RESPECT for confidential counselling and support
- Seek information about applying for a Family Violence Intervention Order yourself

Seek information about applying for a FVIO through the Magistrates' Court or Victoria Legal Aid.

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Important things to know

- Domestic and family violence is taken seriously
- You can ask for a support person or interpreter
- You can seek support even if you are unsure about police involvement
- Getting support does not mean you have to make decisions before you are ready
- Don't let concerns about your visa stop you from seeking help. A specialist service will explain your options.

You do not have to wait for police to contact you. You can reach out to support services yourself at any time.

VIC Contacts

Emergency: 000

Crime Stoppers:
1800 333 000

Police Assistance:
131 444

**Safe Steps Family
Violence Response
Centre:**

1800 015 188

24/7 family violence crisis support

Victoria Legal Aid:

1800 800 098
legalaids.vic.gov.au

Free legal information
and advice, including
help understanding
Family Violence
Intervention Orders.

The Orange Door:

orangedoor.vic.gov.au
Family violence support and
connection to local services

Victims of Crime:

1800 819 817
victimsofcrime.vic.gov.au

1800RESPECT:

1800 737 732
1800respect.org.au

Kids Helpline:
1800 55 1800

24/7 support for young
people aged 5–25