

Midwest Family Violence Alliance

Family Violence Referral Options



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Geraldton

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Family Violence Refuge Services for Women and Children

Carnarvon Family Support Service Inc.

Ph: (08) 9941 1251
Mon - Fri – 8am - 4pm.
53 Olivia Tce, Carnarvon

Provides counselling, family support, domestic violence support, emergency relief, child sexual assault response service, public tenancy support service, financial counselling, information and referrals.

Gascoyne Women's Refuge contact is 9941 3358 and provides accommodation for women, with or without children, either at risk of or experiencing homelessness due to family or domestic violence or other forms of crisis.

Chrysalis House Women's Refuge (Desert Blue Connect Inc.)

Ph: (08) 9964 2173
24 hours 7 days a week
Refuge accommodation can be arranged through Desert Blue Connect Inc. main office 9964 2742.

- Offering emergency short term accommodation (up to 3 weeks) to women, with or without children, escaping family or domestic violence or are at risk of being homeless due to a crisis. Has 4 bedrooms and accommodates up to 16 women and children.
- Offering practical and emotional support and assistance; referrals and advocacy for women and children.
- Access to two, 3 bedroom, duplex units, allowing longer support for women in crisis (3 months).
- Service costs: Charges apply for a client and up to four children. A client presenting with more than 4 children (e.g. 8 children) after the 4th Child there is no increase in the rent charges per night - Adult - \$15 per night ; Children - \$5 each per night.
- Service waiting time: Dependant on current occupancy and ability to accommodate family (i.e. number of children in family/demographics). Sometimes there is immediate access and other times wait up to 2 weeks.

Mission Australia Meekatharra

Ph: (08) 9956 5100
Mon – Fri - 8am to 4.30pm
97 Main Street, Meekatharra

Nyarlu Duwa provides crisis accommodation for women and children experiencing family and domestic violence as well as home visits and outreach to support women, children and men who live with violence. Crisis Accommodation for up to three days with ongoing support and information. Essential items during and/or after an emergency such as clothing, etc. Service costs: Free service. Service waiting time: Generally no waiting list, depending on current demand. Ph: 0459 881 488 99811 656 . Mon - Fri – 8.30am – 4.30pm. After hours support available. Refuge accommodation can be arranged through Mission Australia.

Specialist Family Violence Support & Advocacy Services

Desert Blue Connect Inc.

Mon-Fri- 8.30am-5pm
25 Chapman Road, Geraldton
<http://www.desertblueconnect.org.au>

Provides crisis counselling, emergency accommodation, advocacy service, outreach services, victim support services, information and support for all women experiencing family violence.

Domestic Violence Outreach Services

- Referrals received directly from Family and Domestic Violence Response Team (FDVRT) based at police station. Offers early intervention and prevention strategies to women, with or without children, who are experiencing

family and domestic violence to prevent homelessness; referrals, advocacy and support for women accessing other services.

- Service has a brokerage component which is used to assist improve security to keep clients safe in their own home (sensor lights, security doors, repair window's, replace locks) and may be used to prevent homelessness (rent arrears), food, utilities, for transport etc.
- Service costs: Free service.
- Service waiting time: No wait time as referred directly from FRDVT (no other source of referral allowed)

Local Support Co-ordinator

- Provides co-ordinated response and proactive outreach to women experiencing family violence in the Murchison region for a period to up to 18 months.

Victim Support Services (Barndimalgu Court – Family Violence Service)

- Funded 15 hours per week. Court sits fortnightly on a Friday.
- Victim Support Worker for the Barndimalgu Court (Family Violence Service) for victims of family and domestic violence, including those where the perpetrator is referred to the Barndimalgu Court. The Service has a particular focus on Aboriginal victims of family violence. This Court hears family and domestic violence matters involving Aboriginal people.
- Service provides support, assists with VRO's, undertakes victim impact statements, home visits, referrals to mainstream other services including counselling.
- Service costs: Free service for clients referred. (Referral only accepted from Department of Attorney General).
- Service waiting time: No wait time.

Mission Australia –Geraldton – (08) 9921 5441, 8.00am to 4.30pm, Monday to Friday Campbell House, Crowley House, The Bill Sewell Complex, 94 Chapman Road, Geraldton

Intensive Family Support Service (IFSS) supports parents and families to make changes in their lives to address concerns about the safety and wellbeing of their children.

The Family and Domestic Violence Coordinated Response Service works with the Department of Communities (Child Protection) and the WA Police to improve the safety of children and adults following a report to police of family and domestic violence. This is Murchison-wide service.

Mission Australia Meekatharra – (08) 9956 5100, 8am to 4.30pm, Monday to Friday 97 Main Street, Meekatharra

Intensive Family Support Service (IFSS) supports parents and families to make changes in their lives to address concerns about the safety and wellbeing of their children

Mission Australia Carnarvon – (08) 9941 4260, 8am to 4.30pm, Monday to Friday Unit 3, 14 Egan Street, Carnarvon

Intensive Family Support Service (IFSS) supports parents and families to make changes in their lives to address concerns about the safety and wellbeing of their children

Women's Domestic Violence Helpline

Ph: (08) 9223 1188 or 1800 007 339

24 hours 7 days a week

- Provides phone counselling, information and advice, referral to local advocacy and support services, liaison with police if necessary and support in escaping situations of family and domestic violence.
- The service can refer women to safe accommodation if required.
- A telephone based interpreting service is available if required.

Additional Support and Advocacy for Elders

Advocare

Ph: (08) 9479 7566

Mon - Fri – 8.30am – 4.30pm (phone service)

<https://www.advocare.org.au/contact/>

Provides systemic and individual advocacy to support the rights of older people (50 years+ for Aboriginal and 60 years+ for non-Aboriginal) who are victims or potential victims of abuse from family or friends. To be eligible for this service the person must be registered with aged care services.

Aboriginal Family Violence Support Services

Aboriginal Family Law Service (AFLS)

Ph: (08) 9965 4654

Mon - Thu – 8.30am – 4.30pm

Fri – 8.30am – 12 noon.

66 Fitzgerald Street, Geraldton

<http://www.afls.org.au/>

Provides legal and community education services for all Aboriginal people, who have experienced family and domestic violence or sexual assault, including men, women and children.

Aboriginal Legal Service WA

Ph: (08) 9921 4938

Mon-Fri 9.30am – 5.00pm.

73 Forrest Street, Geraldton

<http://www.als.org.au/contact/geraldton/>

ALSWA provides legal advice and representation for Aboriginal and Torres Strait Islander peoples in WA in Criminal, Family, Civil and Human Rights Law with additional services in community legal education, advocacy and the protection and promotion of human rights.

Geraldton Regional Aboriginal Medical Service (GRAMS)

Ph: (08) 9956 6555

Mon - Fri – 8.30am – 4.30pm. Transport available

60 Riflerange Road, Rangeway

<http://www.grams.asn.au/>

Provides counselling and information.

After Hours Welfare Care (Geraldton Community [Yamatji] Patrol).

Ph: (08) 9964 4055

Tues-Sat 10am-4pm - 4pm-late at night, based at patrol base.

Attends matters of domestic violence amongst Aboriginal and non-Aboriginal persons.

Meedac Community Reach Out/BUS

Ph: (08) 9935 9585

Hours: 2pm-8pm

Provide street level assistance and transport to those at risk of harm to a safe place.

Sexual Assault Services

Carnarvon Family Support Service Inc. – Carnarvon Sexual Assault Response Service

Ph: (08) 9941 1251

Mon - Fri – 8am - 4pm.

Provides services focuses on supporting Aboriginal and Torres Strait Islander families living in the Gascoyne region who have been affected by the trauma of child sexual abuse.

Desert Blue Connect Inc. – Sexual Assault Counselling Service

Ph: (08) 9964 2742

Mon - Fri – 8.30am - 5pm.

25 Chapman Road, Geraldton

Out of hours Sexual Assault Crisis Line: **1800 016 789**

<http://desertblueconnect.org.au/>

Provides counselling and victim support to both males and females, aged 13 years and over, who have been sexually assaulted or abused themselves or have been impacted by someone close to them being assaulted.

Female nurse support

- Provides women's health nurse for appointments relating to health care around sexual assault and STI testing.
- Service costs: Free service.
- Service waiting time: By appointment (usually available same day).

1800 Respect

Ph: 1800 737 732

24 Hours per day, 7 days per week

- 1800RESPECT is the National family violence and sexual assault telephone counselling service for those seeking help for themselves, a friend or relative, a colleague or a client. Professionals are also encouraged to use 1800RESPECT for support with secondary referrals or vicarious trauma.
- Provides telephone counselling, online counselling, and interpreting services.

Legal Services

Aboriginal Family Law Service (AFLS)

Ph: (08) 9965 4654

Mon - Thu – 8.30am – 4.30pm.

Fri – 8.30am – 12 noon.

66 Fitzgerald Street, Geraldton

<http://www.afls.org.au/>

Provides legal and community education services for all Aboriginal people, who have experienced family and domestic violence or sexual assault, including men, women and children.

Regional Alliance West

Ph: (08) 9938 0600

Mon - Fri – 8.30am – 4.30pm. (Closed to the public on Fridays)

Office 1/114 Sanford Street, Geraldton

<http://raw.org.au/>

Provides legal, tenancy, financial counselling, financial literacy, housing and homelessness support, emergency relief, and prisoner re-entry services.

- Service costs: Free service.
- Service waiting time: Varies. Approx. 2 weeks although there is a limited urgent response time.

Legal Aid WA - Legal Advice and Representation in Court

Ph: (08) 9921 0200

Mon - Fri – 8.30am – 4.30pm.

273 Foreshore Drive, Geraldton

<http://www.legalaid.wa.gov.au/Pages/Default.aspx>

- Provides numerous legal and community education services, these include legal advice bureaux, minor assistance programs, duty lawyer court assistance and in some cases grants of aid for ongoing representation in VRO matters, Family Court proceedings and Compensation claims.
- Conflict checks are required prior to appointments.
- Referrals for urgent matters are recommended.
- Service costs: \$5 for unwaged clients and \$20 for waged clients.
- Service waiting time: Varies.

Women's Law Centre of WA

(08) 9272 8800 or 1800 625 122

Mon - Fri – 9.00- 11.00pm Legal Advice Line outside of the hours call 1800 625 122

Mon-Thu 9.30am – 1.00pm, Client Service Line

<http://www.wlcwa.org.au/>

Provides information about legal issues and referral to support services, legal advice, casework, community legal education and law reform advocacy for women of Western Australia.

Services for Children and Young People

Centacare Family Services Geraldton

Ph: (08) 9921 1433

Mon, Wed – 8.30am – 7pm.

Tue, Thu, Fri – 8.30am – 5pm.

3 Maitland Street, Geraldton

<http://centacaregeraldton.org.au/>

Children's Contact Service

- Helps children from separated families establish or maintain a relationship with the parent they do not live with.
- Service ensures the safe transfer of children from one parent to another and manages supervised visits so that each parent can spend time with their children.
- Each party arrives and leaves at staggered times by separate entry and exits. Supervisors facilitate transfer of children from one parent to another.
- Service costs: Based on the client's income and is also assessed on each individual case starting at \$5 per hour.

Child Witness Service 9921 3722

Mon - Fri– 8.30am – 4.30pm at the Courthouse.

- Service is for children and young people who are victims of crime under the age of 18 at the time of the criminal matter and may need to give evidence to the court.
- Provides practical information and helps young people to emotionally prepare for court. They support children and young people on an individual basis.

Desert Blue Connect Inc.

Ph: (08) 9964 2742

Mon - Fri - 830am - 5pm.

25 Chapman Road, Geraldton

<http://desertblueconnect.org.au/>

Child Sexual Assault Therapeutic Service

- Provides healing, support, counselling and therapeutic responses to children and young people affected by child sexual abuse, people who have experienced childhood sexual abuse and children and/or young people who are responsible for, or at risk of, sexually abusing other children.
- This service also educates children about protecting their personal safety.

Relationships & Family Violence Counselling & Advocacy Service

- Provides counselling, support and intervention to families where family and domestic violence has occurred or is likely to occur. Counselling sessions can be with individuals, couples and/or children.
- Service costs: Free service.
- Service waiting time: Currently - 2 - 3 weeks.

Kids Helpline

Ph: 1800 551 800

24 hours 7 days a week

<http://www.kidshelp.com.au>

- Kids Help Line is Australia's only free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged between 5 and 25.
- E-mail and web/ instant messaging counselling is also available.

Midwest Family Support Network

Ph: (08) 9964 8690

<http://parkerville.org.au/services/family-services/midwest-family-support-network/>

Provides individual counselling, specialist assessment, advice and support to young people up to 25 years of age and children.

Services for Men

Communicare

Ph: (08) 0408 990 534

Crowley House, 84 Chapman Road, Geraldton

Mon - Fri – 8am – 4pm.

<http://www.communicare.org.au/>

Men's Behaviour Programs

Communicare – Not Our Ways (NOW)

Twice weekly

- 10 week program providing support to Aboriginal men who chose to use violence to resolve conflict in relationship within the family setting.
- Positive communication strategies are addressed throughout the program to further develop relationship skills.
- Referrals from Department of Corrective Services only.
- Service waiting time: On average 1 month.

Connect and Respect Program

Inhouse Greenough Prison

Mensline Australia

Ph: 1300 789 978

24 hours 7 days a week

MensLine Australia is a professional telephone and online support, information and referral service for men, specialising in family and relationship concerns.

Men's Domestic Violence Helpline

Ph: (08) 9223 1199 or 1800 000 599

24 hours 7 days a week

- Provides telephone counselling, information and referral to ongoing face to face services if required.
- A telephone based interpreting service is available if required.
- Targeted at men who are worried about their violent behavior. This a 24 hour service 7 days a week
- Support for male victims of domestic violence. 24 hour service 7 days a week.

Men's Referral Service

Ph: 1300 766 491

<http://mrs.org.au/>

Anonymous and confidential telephone counselling, information and referrals to help men stop using violent and controlling behaviour. Calls are taken from all over Australia however, referrals for WA are not available due to having no collaborate service links.

WA Police

Family Violence Incidents

In the event of an emergency contact **000 (Police)**.

Geraldton Police Station

Ph: (08) 9923 4555

Missing Person's Unit

Ph: (08) 9223 3666

Coordinates missing person's enquiries and investigates cases.

Counselling and Victim Support Services

Carnarvon Family Support Service Inc. – Community Counselling Service

Ph: (08) 9941 1251

Mon - Fri – 8am - 4pm.

53 Olivia Tce, Carnarvon

Provides counselling a service by a qualified psychologist to clients at risk of homelessness, sexual assault, domestic violence. Outreach service operates throughout the Gascoyne region.

Centacare Family Services – Victim Support Services Geraldton and Carnarvon

Geraldton

Ph: (08) 9921 1433

Monday – Friday, 8:30am – 5pm, at the Courthouse

<http://centacaregeraldton.org.au/>

Carnarvon

Ph: (08) 9941 4077

Monday – Friday, 8:30am – 5pm

From our Geraldton and Carnarvon offices, we offer support to all individuals who have been victims of a crime. We provide counselling, referrals, advocacy and information on criminal justice processes.

Support for victims by way of:

- counselling
- referrals
- assistance with Victim Impact Statements
- providing information and support when giving evidence
- support when making an application for a Violence Restraining Order
- assistance with enquires about Criminal Injuries Compensation
- support through the duration of the Criminal Justice proceedings.

Centacare Family Services – Counselling Service, Geraldton, Carnarvon, Exmouth, Kalbarri

Ph: (08) 9921 1433

Mon, Wed – 8.30am – 7pm.

Tue, Thu, Fri – 8.30am – 5pm.

Maitland Street, Geraldton (head office)

<http://centacaregeraldton.org.au/>

- Centacare's counsellors see individuals, couples, children, adolescents and families. We offer one-to-one counselling and group workshops and we help you choose the support that benefits you most.

- All Centacare services are provided within an accepting and non-judgmental environment, by our caring professionals, who work as a team to ensure you are well looked after. Our services are open to people of all backgrounds, faiths and cultural groups, in keeping with our values.
- Fees start from \$10 for holders of a Health Care Card and/or recipients of Centrelink Benefits.
- Additional Information
- 1800 phone number or online appointments available if outside Geraldton
- Monday and Wednesday evening appointments available

Desert Blue Connect Inc. - Relationships & Family Violence Counselling & Advocacy Service

Ph: (08) 9964 2742

Mon - Fri – 830am – 5pm.

25 Chapman Road, Geraldton

<http://desertblueconnect.org.au/>

- Provides counselling, support and intervention to families where family and domestic violence has occurred or is likely to occur. Counselling sessions can be with individuals, couples and/or children.
- Working with those responsible for family and domestic violence to assist them accept responsibility; recognise the impact of their behaviour on others and to change their behaviour.
- Provides advocacy and support for people accessing the court system particularly in relation to obtaining violence restraining orders.
- Service costs: Free service.

Desert Blue Connect Inc. – Rural Support Services (formerly Morawa Counselling Service)

Ph: 0428 711030

Mon - Fri – 9am – 5pm.

68 Gill Street, Morawa.

- Counselling available to rural individuals and families, referral to specialist family violence counselling service in Geraldton.
- Service costs: Free service.

Crisis Care

Ph: (08) 9223 1111 or 1800 199 008

24 Hours per day, 7 days per week

- Provides telephone information and counselling service for people in crisis needing urgent help.
- Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

Family Relationship Advice Line

Ph: 1800 050 321

Mon - Fri – 8am – 8pm.

Sat – 10am – 4pm.

<http://www.familyrelationships.gov.au/Services/FRAL/Pages/default.aspx>

- Provides information on family relationship issues and advice on parenting arrangements after separation.
- The Advice Line is for anyone who is affected by family relationship or separation issues and difficulties. This includes parents, grandparents, children, young people, step-parents or friends.

Ngala Midwest Gascoyne - Geraldton Family Counselling Service

Ph: (08) 9921 4477

Mon - Fri – 8.30am – 5pm.

24 Gregory Street, Geraldton

<http://edcentre.wa.edu.au/>

- Provides a generic counselling service to individuals, families and community members resident in the Geraldton area.

- Service costs: \$10.00 donation. Fee can be waived depending on circumstances of the client.
- Service waiting time: Generally within 5 days depending on the specific situation of the client.

QLife Telephone Counselling Line

Ph: 1800 184 527

3pm – 12am – 7 days per week

<http://www.livingproud.org.au/>

- Provides phone counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.
- Services may also be used by friends and family of LGBTI people and mainstream service providers who are seeking accurate information and referral options for their relatives, friends or clients.

Relationships Australia WA

Ph: (08) 9489 6363 or 1300 364 277

<http://www.relationshipswa.org.au/>

- Provides phone counselling service.

1800 Respect

Ph: 1800 737 732

24 Hours per day, 7 days per week

- 1800RESPECT is the National family violence and sexual assault telephone counselling service for those seeking help for themselves, a friend or relative, a colleague or a client. Professionals are also encouraged to use 1800RESPECT for support with secondary referrals or vicarious trauma.
- Provides telephone counselling, online counselling, and interpreting services.

Accommodation/Housing assistance

Regional Alliance West

Ph: (08) 9938 0600

Mon - Fri – 8.30am – 4.30pm. (Closed to the public on Fridays)

1/114 Sanford Street, Geraldton

<http://raw.org.au/>

- Homelessness Program assists people experiencing homelessness in their efforts to secure housing.
- Private Rental Accommodation Casework Program supports people in their efforts to enter and remain in the private rental housing market.
- Tenant Advocacy Service provides information, advice, assistance and court representation to residential tenants facing issues in relation to their tenancies.

Homelessness Advisory Service

Ph: 1800 065 892

Mon - Fri – 9am – 5pm.

Provides information to primary and secondary homeless people that will assist them to seek their own accommodation.

S.T.A.Y. - Short Term Accommodation for Youth

Ph: (08) 99215696

24 hours 7 days a week

24 Quarry Street, Geraldton

- STAY is a crisis service for young people who are aged between 15 and 25 years who may be experiencing a personal crisis, family conflict, financial difficulties or nowhere to live.
- Have a priority for those aged 15 to 19 years.
- A young person who is homeless or living in a situation that is detrimental to their physical and emotional health and wellbeing may be able to access this service.
- Provide meals, support, advocacy, referrals and mediation.
- Service costs: Depends on young person's income. Accommodation is priced according to Community Housing Guidelines. We do not offer a service to youth on their ability to pay.
- Service waiting time: Varies.

St John of God - Horizon House Geraldton

Ph: (08) 9964 3042 Mobile 0447 275 494

Mon - Fri – 8.30am – 4pm.

<https://www.sjog.org.au/horizonhouse>

- Provides long-term accommodation and support for young people aged 16-22 years who are currently experiencing, or are at serious risk of, homelessness to enable them to access education, training and employment opportunities.
- Provides stable accommodation, general counselling and support, supported links to specialist appointments, individualised case management, and a life skills program.

Tenancy WA - Tenants Advice Service

Ph: (08) 9221 0088 or 1800 621 888

Mon - Fri – 9am – 4.30pm.

<http://www.tenancywa.org.au/>

Provides advice and assistance to residential tenants and community services across Western Australia on residential tenancy matters.



Family violence related Apps for Smart Phones/Tablets

Daisy App

Daisy can link you up with a service phone number, be used to search the internet for more information and let you know what to expect when contacting a service. Family members and friends can use Daisy to gather information and support a loved one's decision making. Visit <https://www.1800respect.org.au/daisy/>

Girls Gotta Know App

Girls Gotta Know lists out resources for young women nation-wide. It is a mobile-responsive website, which means that it is easily viewed on a smartphone. Girls Gotta Know contains a wider range on information for young women on resources, rights and options. Visit <http://girlsgottaknow.com.au/>

Lisa Harnum App

This app is Australia-wide. BUZZ News App is a free application for iPhone that contains summaries of top stories in world, sports, and entertainment news, from the Lisa Harnum Foundation. This app also contains a Help Section which lists resources for victims of domestic violence. Download from [iTunes app store](#)

Kitestring App

Kitestring checks up on you with a text message when you're out. If you don't respond, a text message is sent to your friends. No downloads are needed and you don't need a smartphone. Visit <https://www.kitestring.io/>

My Witness App

MyWitness is a digital witness in your pocket; a personal video safety system that alerts the people you trust most whenever you're in danger, feel threatened or need help. MyWitness is an emergency response app. Visit <https://mywitness.co/> Download from [iTunes app store](#) or [Google Play](#)

Penda App

Penda is Australia's first financial empowerment app for women with a domestic and family violence focus. Penda is a free, simple to use app with national safety, financial and legal information and referrals. It has been tailored for intimate relationships but may still be relevant to other relationships, and women who are separating where domestic and family violence is not present. Penda is not intended to replace key services such as domestic violence support services, lawyers or the police but to increase users' knowledge and connect them with services.

For more information visit <https://penda-app.com/about/>

Positive Pathways

The app has the façade of a women's wellness app with Inspirational Quotes, Positive Moments and a Daily Diary which is password protected. The main function however is the emergency functionality with audio recording, pre-written help SMS and GPS location and a one touch 000 call function. This app is free to all users. Download from [iTunes app store](#) or [Google Play](#)

The iMatter App

The app has been developed to help young women understand the warning signs of abusive and controlling behaviour in relationships as well as promote healthy self-esteem. The aim is to build resilience, to educate about disrespect and intimate partner violence and to promote conversations among young people about healthy relationships. Download from [Google Play](#) or [iTunes](#).

National & Interstate family violence contacts

National	1800 RESPECT	1800 737 732
Western Australia	Crisis Care Unit	1800 199 008 (08) 9223 1111
	Women's DV Help Line	1800 007 339 (08) 9223 1188
	Men's DV Help Line	1800 000 599 (08) 9223 1199
	The Women's Council for Domestic and Family Violence Services (WCDFVS)	(08) 9420 7264