

GenWest's Family Violence Support Services



GenWest is an organisation in Melbourne's western suburbs working towards gender equity. We help people who are experiencing family violence. Our clients represent the diverse people of Melbourne's west. This includes women, LGBTIQA+ people, First Nations peoples, people with disability, migrant and refugee communities, children, young people and older people.

We provide family violence support, crisis support and case management, as well as services that promote healing and recovery, such as youth and children's counselling.

What is family violence?

You have the right to live a safe and secure life, free from family violence. If you are ever in immediate danger, call 000 for police or ambulance help.

Family violence is when a partner or family member hurts you, or tries to dominate you and control what you do. Family violence includes physical acts like hitting, pushing, smashing things or locking you in.

It can also include verbal and emotional abuse, such as:

- Stopping you seeing family or friends
- Pressuring, tricking or forcing you to do sexual things
- Threatening to hurt you, your kids, family members or a pet
- Calling you names or deliberately making you feel bad
- Stopping you having any money
- Constantly checking where you are, what you're doing or who you're talking to

These things can hurt as much as physical violence.



If you need an interpreter, please call the Telephone Interpreter Service on 13 14 50.



How can GenWest support me?

We provide a range of support services, including:

Case management support

Case management support can help you to take back control over your own life. Our case managers can provide you with emotional support, crisis and practical support, as well as giving you information and referring you to other services.

They can work with you to develop a safety plan. A safety plan will help you to look at your situation and assess what you need in order to feel and be safer. Case managers can support you over a set period of time (usually three or six months, depending on your needs).

If your first language is not English, the worker can use an interpreter and can help you look for support services in your language.

GenWest offers intensive case management for women at high risk, or who require more support to become safe. There is also an intensive case manager to support women with a disability.

Family violence support

GenWest has a range of services to support you if you need help with housing. This includes referring you to a refuge and other crisis accommodation properties, which we use to provide a safe, temporary home to women who are escaping family violence.

The accommodation support we provide depends on your level of safety and risk.

You can contact us on 1800 436 937, or Safe Steps on 1800 015 188, to discuss whether a refuge is suitable for your circumstances.

GenWest can provide family violence crisis support after hours. To access support after hours, contact Safe Steps on 1800 015 188.

GenWest is the family violence support service for Melbourne's west. If you are experiencing family violence, we can support you to be safe and to recover from what's happened. We can also help your children.

Referrals for our family violence support service are received via the Orange Door. To refer yourself or someone else for support, visit <https://www.orangedoor.vic.gov.au/find-a-service-near-you>

Counselling for children and young people

If your partner or a family member is hurting you, it can affect your kids. Remember – you're not to blame for what has happened. Don't be ashamed to ask for help.

GenWest provides counselling and therapeutic groups for children in the western metropolitan region who have experienced family violence. We offer children's counselling sessions in various locations including Melton, Hoppers Crossing and Footscray.

Children's counselling is available as one-off therapy sessions, short term counselling (three or six sessions), medium term counselling (three to six months of counselling sessions) or long term counselling (up to a year).

We also offer therapeutic groups, including SPLASH (Safe Place for Laughter, Arts and Sharing). SPLASH is a therapeutic creative arts group for children aged between 8 and 12 who have experienced family violence.

Parents' or carers' involvement in children's counselling is crucial to a child's recovery. It can help you to understand what your child's behaviour may be communicating about their emotional experiences. Children's counselling is free to children in the west who have experienced family violence.

GenWest do not offer counselling for women, however other services do, and we can link you in with them.

Linking you to other services for help or support

If you need support from any other services, contact The Orange Door nearest you, and the team there can connect you to whatever help you need.

How can I get help?

If you are in immediate danger, call 000 for police and ambulance help. To speak to someone outside business hours, contact Safe Steps Family Violence Response Service on 1800 015 188.



genwest.org.au

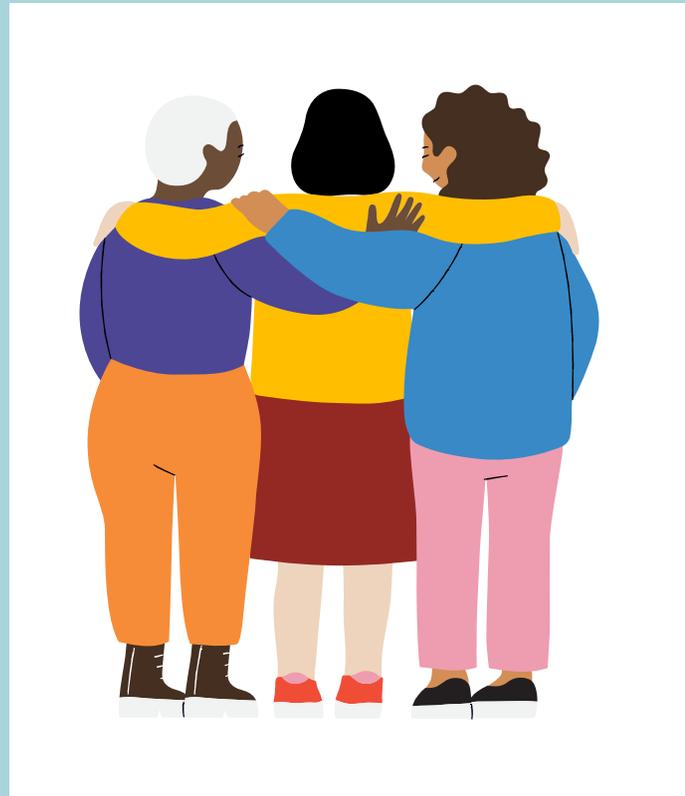
GenWest can help women, LGBTIQ+ people, children, young people and families who are experiencing family violence.

GenWest is part of the Orange Door network.

This means that most of our family violence support services are based at the Orange Door. If you would like to refer yourself or someone else to our family violence support services, visit the Orange Door website at <https://www.orangedoor.vic.gov.au/>

You can phone or email the Orange Door nearest you, and they can connect you with GenWest's First Response workers as well as any other services and support you might need.

The Orange Door network can support you by meeting with you in person at a location near you, or by phone or email.



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GenWest recognises that the land on which we work and provide our services always was and always will be Aboriginal land. We pay our respects to Elders past, present and emerging, and to all community members. We proudly acknowledge the Aboriginal and Torres Strait Islander communities across Melbourne's west, their rich cultures, diversity, histories and knowledges, and the deep contribution they make to the life of this region.