# Information in your language.

**Information in your language | Plain English**

## Who we are

GenWest is a family violence support service. We support communities to lead safe and healthy lives, by running social and health education programs. We support people based in Melbourne's west. We also work with other organisations and councils to advocate for equal rights and the prevention of family violence.

## Services we provide

### Family violence help

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.

You and your children have the right to live a safe and secure life, free from family violence.

### Health and wellbeing programs

We deliver projects and programs that improve health and wellbeing and promote gender equity among communities.

Gender equity is when things are fair for all genders. Gender means women and girls, gender diverse people, men and boys. Gender equity recognises that over the years, some men have had more opportunities than everybody else. Gender equity is when we give more help to people who have less, so things become fair.

## What is family violence?

Family violence is when a partner or family member hurts you or tries to control what you do.

Family violence includes physical things like hitting, pushing, smashing things or locking you in. Family violence isn't just physical assault. It can also be:

- 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 and who you're talking to

These things can hurt you just as much as physical violence.

You and your children have the right to live free from violence and fear.

## What family violence can look like

**Threats -** your partner saying they will hurt you or the children if you do not do what they want.

**Intimidation -** making you afraid with looks, actions and gestures.

**Using children -** using contact visits to harass you or forcing children to relay threatening messages.

**Isolation -** controlling what you do, who you see or talk to. Smothering you with attention so you can't contact others.

**Economic/Financial abuse -** controlling your access to money and property or refusing to give you any money.

**Sexual assault -** any sexual act that you do not fully agree to, including rape, indecent assault and forcing you to view pornography.

**Spiritual abuse -** manipulating you with religious or spiritual beliefs, stopping you from practicing your beliefs, forcing the children to be reared in a particular faith.

**Technology-facilitated abuse -** using technology to threaten, control, stalk or harass you.

**Visa abuse -** using the fact that you don't have permanent residency or citizenship as a way to control you.

**Verbal/Emotional abuse -** using words or behaviours to manipulate, intimidate, and control you. This might include insulting you, yelling at you, and trying to scare you.

**Psychological abuse -** using words and behaviours to frighten and manipulate you, which may make you feel confused and doubt yourself.

## How will the violence affect me?

You might feel:

- 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 and who you're talking to

These are all normal things to feel, especially after a stressful or traumatic experience. They are also temporary. Help is available, and it is possible to heal and recover from your experiences.

# How to get help

If you are in immediate danger, call 000 for police and ambulance help.

If you need an interpreter, call the Telephone Interpreter Service on 131 450.

To speak to someone outside business hours, contact Safe Steps Family Violence Response Service on 1800 015 188.

We are part of the Orange Door network which means that our family violence intake support services are based at the Orange Door.

If you would like to refer yourself or someone else to our family violence support services:

1. Visit the Orange Door website: orangedoor.vic.gov.au
2. Enter your postcode to find a service near you.
3. Phone or email the service nearest you, and they can connect you with GenWest's family violence practitioners as well as any other services and support you might need.
4. You can also walk-in to the Orange Door sites Monday to Friday 9am – 5pm. See all sites and access points in Melbourne's West listed below.

The Orange Door is a free service. Workers can organise an interpreter if you need one.

The Orange Door welcomes everyone, regardless of migration status. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

The Orange Door is open from 9am to 5pm Monday to Friday (closed public holidays).

## The Orange Door services in Melbourne's West:

### Brimbank Melton

Phone: 1800 271 046

Email: bma@orangedoor.vic.gov.au

Walk-in: 222 Ferris Road, Cobblebank VIC 3338

Walk-in: 15-19 Service Street (entry via Dawson Street), Sunshine 3020

### Western Melbourne

Phone: 1800 271 045

Email: wma@orangedoor.vic.gov.au

Walk-in: 15-17 Watton Street, Werribee VIC 3030

Walk-in: 265 Barkly Street, Footscray VIC 3011

## Looking for more information?

For information about other family violence support, such as Children's and Youth Counselling, please call our Footscray office on 1800 436 937 or email us at info@genwest.org.au.

If you need an interpreter, call the Telephone Interpreter Service on 131 450.

# Contact us

### GenWest

Phone: 1800 436 937

Website: genwest.org.au

Email: info@genwest.org.au

Visit us: 317-319 Barkly Street, Footscray, Naarm/Melbourne VIC 3011