

Introducing GenWest's First Response Service



1 Contacting GenWest

'I am experiencing family violence and need assistance'

You can phone us on **1800 436 937**. You can then dial through to the Family Violence First Response Service.

Or, email us on fvassist@genwest.org.au.

You can also visit us at our Footscray office and make an appointment in person. Note that we might not be able to help you straight away.

If you need urgent help, phone the police on 000.

'I'm from another organisation and need to refer a client to you'

You can phone us **1800 436 937**.

Or you can complete an online referral form at genwest.org.au/making-a-referral

You can also email us on fvassist@genwest.org.au

We also receive referrals directly from the police, via an online portal.

2 What's next

After contacting GenWest, the first step will be talking to someone in our Family Violence First Response Service.

They will assess your level of risk, and help you to put a safety plan in place. They can help you to figure out what support you might need, and refer you to other services. This might be within another area of GenWest, or support provided by another organisation.

If you need help outside business hours phone **Safe Steps** on **1800 015 188**. Safe Steps is Victoria's family violence support service. Their phone lines are open 24 hours a day, 7 days a week.

Safe Steps can refer you to GenWest, or another service, outside business hours. They can support you with crisis accommodation or to access a support worker, who can provide you with what you need to be safe.

3 Services we offer

We can refer you for case management support

Case managers work with you for a period of time, usually 3-6 months, sometimes longer. They can work with you to understand what you (and your kids if you have them) need in order to be safe.

Case management can be right for you if you are experiencing family violence and need a few different kinds of support, if you are living with a disability, have recently arrived in Australia, or are at a higher level of risk. GenWest provides case management support, and we can also coordinate case management support together with other organisations if we're unable to help you ourselves.

The Family Violence First Response Service can offer one-off support

The Family Violence First Response Service team might be able to give you all the support you need in one session. This will depend on your needs and whether you need further support. One-off support can involve doing a risk assessment and planning for your safety.

We can refer you for counselling for yourself or your kids

We can refer you to GenWest's children's counselling service. If you would like counselling for yourself, we can refer you to another organisation who can provide this for you.