

# A guide to Violence Abuse and Neglect Services in the Far West Local Health District

*All children, young people, adults and their families are supported by the public health system to live free of violence, abuse and neglect and their adverse impacts*



**Health**  
Far West  
Local Health District

# Core Values

*We strive to reflect these CORE values in our workplaces*

## Collaboration

We are an organisation that believes in its people and is people centred;  
Our leaders are role models for our core values and they are accountable;  
We willingly work in teams to provide excellent levels of care;  
Our teams are strong and successful because we all contribute and always seek ways to improve; and  
We encourage and recognise outstanding performance.

## Openness

We want our community to have confidence in their local health services;  
We foster greater confidence and cooperation through open communication;  
Our performance is open to public scrutiny through patient and employee surveys;  
We welcome and use feedback as a tool to do better;  
We encourage those around us to speak up and voice their ideas as well as their concerns by making it clear that speaking up is worthwhile and valued; and  
We communicate clearly and with integrity.

## Respect

We never lose sight of our patients' fundamental right to be treated with dignity, compassion and respect;  
We listen to patients, the community and each other;  
We welcome new ideas and ways of doing things to improve patient care;  
We treat our colleagues and patients with dignity and respect, and care about those around us;  
Each of us is responsible for workplace culture and performance; and  
We have zero tolerance for bullying and no-one, no matter how senior, is exempt.

## Empowerment

We encourage and support local decision making and innovation;  
We accept that with local decision making comes responsibility and accountability;  
We make best use of resources and experience to meet patient and community expectations;  
While we seek direction from our leaders, we believe that everyone is empowered to make a difference in our workplace;  
As individuals, we can improve our workplace culture and performance by addressing issues that hold us back; and  
We strive for individual excellence on behalf of our patients and our teams, and to deliver the best possible care and services.



**Health**  
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# The Far West Local Health District



## Facilities

**Broken Hill Health Service - 08 80801333**

**Broken Hill Community Health Centre - 08 80801100**

**Dareton Primary Health Centre - 03 50217200**

**Ivanhoe Health Service - 02 69902200**

**Menindee Health Service - 08 80914209**

**Tibooburra Health Service - 08 80913302**

**Wentworth Health Service - 03 50277111**

**White Cliffs Health Service - 08 80916605**

**Wilcannia Multi-Purpose Service - 08 8083 8777**

**Balranald Multipurpose Service - 03 50719800**



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Please contact the Violence, Abuse and Neglect services Manager Sherree Ferrall on (08) 8080 1100 for any issues relating to any of the Violence, Abuse and Neglect services

# *Sexual Assault and Domestic Family Violence Service*

## What does your service offer?

The Sexual Assault and Domestic Family Violence Service is a free and confidential service available 08:30am – 5.00pm Monday to Friday. Our service provides supports such as information, crisis and ongoing counselling, advocacy, court preparation and support, medical treatment and forensic examinations for children, young people and adults who have experienced sexual assault and domestic family violence. Our service also provides support to non-offending family members of victims.

The Sexual Assault and Domestic Family Violence Service also provides therapeutic interventions for children under the age of 10 displaying problematic or sexualised behaviours.

## How do I access your service?

You can access the service through the Community Health Centre by presenting in person or from service providers or family members etc. Additionally, you are able to phone the Sexual Assault and Domestic Family Violence Service on (08) 8080 1100 to speak with a counsellor.

Alternatively, you can attend the Emergency Department at local hospitals who can link you in with appropriate medical care, forensic examinations and crisis counselling support via the Sexual Assault and Domestic Family Violence Service. If you have concerns about your immediate safety, please contact police.

If you have been assaulted after hours and require an immediate response to your medical and psychological needs you are able to contact the Violence Abuse and Neglect on call service which operates 24 hours a day.



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Sexual Assault & Domestic Family Violence Service  
Community Health Centre  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1100 or 08 8080 1609 or 08 8080 1290 or 0447  
400 518 or 0417 811 645

## *24/7 Violence Abuse and Neglect On Call Service*

### *Upper Western Sector Tele-health On Call Services (Wilcannia)*

### Lower Western Sector Tele-health On Call Service

### (Dareton, Wentworth and Balranald)

#### What does your service offer?

The 24 hour on call service is available and responsible for coordinating the most appropriate response for victims requiring immediate services after hours.

#### Responses may include:

- Providing crisis counselling
- Providing critical information about the options for the victim following a sexual assault or domestic violence incident
- Coordination of general medical examinations
- Coordination of forensic protocols for investigative purposes
- Coordination of appropriate medical treatment
- Arranging prophylactic contraception and other medication as required
- The planning of medical follow up
- Referral to the Sexual Assault and Domestic Family Violence Service or other services where appropriate

Medical and forensic examination services involving evidence collection, are only available via a level 4 NSW Health facility, in Far West this is the Broken Hill Base Hospital.

#### How do I access your service?

Victims requiring urgent and immediate response to a recent sexual assault are able to access the 24/7 VAN On Call Service via:

- Attending the Broken Hill Health Service Emergency Department
- Contacting the Broken Hill Health Service by phone on (08) 8080 1333 or 1800 823 040

Victims requiring urgent and immediate response to a recent sexual assault are able to access the 24/7 Upper Western Telehealth VAN On Call Service via:

- Attending Emergency Department of the nearest Health Service
- Contacting the Broken Hill Health Service by phone on (08) 8080 1333 or 1800 823 040 and asking to speak to the Violence Abuse and Neglect Service On Call Service

Victims requiring urgent and immediate response to a recent sexual assault are able to access the 24/7 Lower Western Telehealth VAN On Call Service via:

- Referral by the Mallee Sexual Assault Unit



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VAN On Call Service  
Community Health Centre/Broken Hill Health Service  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1333 or 1800 823 040

# *Child Protection Counselling Service*

## What does your service offer?

The Child Protection Counselling Service works with infants, children, young people and their families or carers who have contact with the Department of Communities and Justice (DCJ). The aim of the service is to help children recover from the harm resulting from experiences of maltreatment and/or exposure to domestic violence. Furthermore, to prevent children from future harm and where possible strengthen the likelihood for them to safely remain or return to their family. The services also aims to assist parents and carers to provide a family environment that is safe and nurturing for children and young people.

The Child Protection Counselling Service provides counselling, casework, family work, advocacy, and where relevant, court preparation and support for children and their family or carers.

## How do I access your service?

Referrals to the Child Protection Counselling Service are made by Community Services (Communities and Justice Services or DCJ), Joint Child Protection Response Program (JCPRP), Children's Court and/or a NGO Out of Home Care Providers.

Your referral will be discussed with you by the referrer and with your consent a Child Protection Counsellor will contact you to arrange a meeting to explore your needs.



**Health**  
Far West  
Local Health District

Child Protection Counselling Service  
Community Health Centre  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1100 or 08 8080 1612 or 0429 011 354

Child Protection Counselling Service  
Dareton Primary and Community Health Centre  
42-44 Tapio Street Dareton NSW 2717  
03 5021 7245 or 0448 460 913

## *Out of Home Care Health Pathways*

### What does your service offer?

The Out of Home Care (OOHC) Health Pathways Program is an initiative of NSW Health and the Department of Communities and Justice (DCJ). The program provides health assessments for children and young people entering statutory out-of-home care who are expected to remain in care more than 90 days. The child or young person's Communities and Justice Caseworker will organise a primary health screen and further assessments after the child/young person enters care. Primary screening and assessments are undertaken by a range of healthcare providers, including general practitioners (GPs), Aboriginal Medical Services and Child and Family Health Nurses.

Based on findings in the primary health assessment, your child and young people may then be referred for a comprehensive health assessment.

Once the assessment process is completed, a health management plan will be developed for the child or young person. This will include information about the results of assessments, treatment and health services required and when reviews are due.

The OOHC health assessments do not replace the services offered by your GP. If your child or young person is unwell or injured or you think they have other medical issues, please seek medical attention.

### How do I access your service?

The health pathway is available for children and young people aged between 0 and 17 years in statutory out-of-home care arrangements. The child and young person must have at least an interim order with parental responsibility to the Minister for Communities and Justice.

Either Communities and Justice Caseworkers or Out of Home Care Non-Government Organisation Caseworkers can refer children in OOHC to the health Pathways, if your child or young person is not on the pathway and you would like them to be, please contact your Caseworker.



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Out Of Home Care Health Pathways  
Community Health Centre  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1100 or 08 8080 2245 or 0427 898 660



# *Joint Child Protection Response Program*

## What does your service offer?

The Joint Child Protection Response Program (JCPRP) aims to provide a response to children and young people at risk of significant harm, as a result of sexual assault, serious physical abuse and extreme neglect. Health will respond by meeting with the victim and their non-offending family to discuss their role and ensure that the immediate and ongoing health needs are appropriately met.

This could occur in collaboration with police and DCJ or Health may contact you directly to offer this support.

## Services offered:

- Attention to the emotional and practical needs of the victim and their family
- Health will support the victim and their family through the interview process
- Improved criminal investigation leading to prosecution and other steps to ensure safety of the victim
- Referral to other services which may include Sexual Assault Service, Child Protection Counselling Service, Child and Adolescent Mental Health, and Sexual Health

## How do I access your service?

JCPRP receives their referrals for investigation and follow-up from the Joint Response Unit who receives the report via the 24 hour Child Protection Helpline.

Health will contact you to arrange a meeting and offer support if this is something that would be beneficial to you.



**Health**  
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JCPRP Health  
Community Health Centre  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1100 or 08 8082 7166 or 0429 978 609

## *Child Wellbeing Coordinator*

### What does your service offer?

Child Wellbeing Coordinators (CWC's) are based in Local Health Districts (LHD) and support health workers and services in preventing abuse and neglect and responding early, whenever a child's safety, welfare or wellbeing concern is raised.

CWCs are available to advise health workers about Child Wellbeing Units (CWU) and have a detailed understanding of entry points into LHD. They respond to complex cases involving vulnerable families, children and young people within the LHD, as referred on by the CWU. They also work closely with other Government departments and agencies, providing advice about referral pathways and information sharing.

### How do I access your service?

This role exists to support health employees to address identified child protection risks and concerns.



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Child Protection Helpline 132 111

## Safe Wayz Program

The Royal Commission into Institutional Responses to Child Sexual Abuse reported that we need to improve prevention, early intervention and specialist responses to children and young people with problematic and harmful sexual behaviours. Improvements in this area will help to keep children safe.

NSW Health, on behalf of the NSW Government, is developing a state-wide framework to guide and support the workforce to prevent, identify and respond to problematic and harmful sexual behaviours.

What does your service offer?

**Prevention:** NSW Health will collaborate with inter-agency partners, children and families and community to deliver effective primary prevention initiatives

- **Early Intervention:** NSW Health will support the universal and generalist workforce to appropriately identify and respond to the full spectrum of problematic and harmful sexual behaviours displayed by young children
- **Tertiary/specialist response:** NSW Health will provide needs based, accessible and outcome focused, therapeutic and support interventions within NSW Health for young children (below the age of criminal responsibility) displaying problematic or harmful sexual behaviours and their families who meet the Program criteria.

How do I access your service?

You can access the service through the Community Health Centre by presenting in person or from service providers or family members etc. Additionally, you are able to phone the Sexual Assault and Domestic Family Violence Service on (08) 8080 1100 to speak with a counsellor.

## Cultural Safety & Support

You can ask your Violence Abuse and Neglect counsellor to seek cultural support either by requesting they consult with the Violence Abuse and Neglect Aboriginal Trainee for advice or you can request that the Aboriginal Trainee attends appointments with you when you access the Violence Abuse and Neglect service. Otherwise, your counsellor will offer the Aboriginal Trainee Program to you and seek your consent.



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VAN Aboriginal Trainee Program  
Community Health Centre  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1100 or 08 8080 2246

## *New Street Service*

### What does your service offer?

New Street provides therapeutic services for children and young people aged 10 to 17 years who have harmful sexual behaviours towards others including their families and caregivers. The New Street Service works with the young people to assist them to understand, acknowledge, take responsibility for and cease the harmful sexual behaviour and any other behaviours or processes related to this.

The New Street Service can work with any child or young person aged 10-17 years residing in New South Wales who has engaged in harmful sexual behaviours whether or not this occurred in NSW as long as the harmful sexual behaviour has been reported and there is confirmation from the Joint Child Protection Response Program and Department of Communities and Justice (DCJ) that the young person has sexually harmed another or the young person or family confirms the harmful sexual behaviour;

The service includes direct therapeutic service to children and young people together with their families and/or carers. It also includes consultation to other providers, care organisations Government and non-Government organisations. New Street also provides training, community consultation and targeted community development activities.

### How do I access your service?

Any person connected with or involved in the care of the child or young person can refer them to New Street Service. This could be a family member, GP, or school counsellor as well as JCPRP (Police or Community Services), DCJ CSC, Health or other government or non-government service provider.

Ideally a referrer will contact the New Street clinical team to discuss the referral prior to forwarding the completed referral form.



**Health**  
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New Street Service  
Community Health Centre  
2-4 Sulphide Street Broken Hill NSW 2880  
08 8080 1100

## *Education and Prevention Initiatives*

### **First Responders Education**

The Sexual Assault and Domestic Family Violence Service provides support and specialist advice to professionals (Health staff) regarding response and management of victims of Sexual Assault.

### **Child Protection Training**

This training enables NSW Health employees to gain a level of knowledge and skills required to support and protect children and young people who are at risk of harm in relation to child abuse and neglect. This course covers the legislative and policy frameworks for Health Staff.

### **Domestic Violence Routine Screening (DVRS) Training**

The DVRS training provided by the VAN Service aims to increase knowledge, skills and behaviours of health professionals in routine screening of women for domestic and family violence. This training has been developed as a statewide specialist training for NSW Health staff.

## *Attendance/presence at school based education and preventative initiatives*

The VAN Service has enjoyed supporting the delivery of **Bravehearts**, a personal safety for children in early learning and year's k – 3. Children can begin learning valuable lessons to help keep them safe from as young as 2-3 years old. Providing age-appropriate information around body ownership and the right to be safe from an early age allows for these messages to become part of the child's everyday language and helps to build self-esteem and resilience in children.

The VAN Service has for many years supported the delivery of **Love Bites** programs in the Broken Hill High schools.

Love Bites Junior is a Respectful Relationships program designed for young people aged 11-14 years. The program consists of interactive workshops which explore respectful relationships, bullying and gender respect in relationships.

Love Bites is a Respectful Relationships Education Program for young people aged 15-17 years. It consists of two interactive workshops: one on Relationship Violence, and one on Sex and Relationships, followed by creative workshops and community campaigns. The program emphasises the importance of a whole-of-school commitment to respectful relationship education.

## *Community based education and preventative initiatives*

The VAN Service enjoys participating in a number of community engagement days and initiatives in Broken Hill and in surrounding towns every year including NAIDOC celebrations and White Ribbon days.

# Feedback

The Violence, Abuse and Neglect Service strives to ensure that all client's needs are met and that their experience is supportive. To ensure this, we seek feedback from all clients entering the service and throughout their care period.

As a client of the VAN Service you will be invited to complete the following feedback form at service entry:



## Violence, Abuse & Neglect Service (VANS) Service Entry Client feedback form

The VAN team is committed to making your experience with our service the best it can be. To do this, we would like to know what your thoughts are about what is working well and what we can improve on.

Please answer the following questions as best you can and if you would like some assistance, we can arrange a support person (from outside of the IVPRS) to help you. If you prefer, we can provide you with an envelope and you can return it later.

### About you:

Service user (client): Yes ☐ No ☐ Parent / Carer: Yes ☐ No ☐

Do you identify as Aboriginal or Torres Strait Islander: Yes ☐ No ☐

Were you offered assistance from the Aboriginal Liaison Officers: Yes ☐ No ☒

Do you identify as being from a non-English speaking background: Yes ☐ No ☐

If yes, were you offered an interpreter service: Yes ☐ No ☒

Is this the first time you have been to a counselling service: Yes ☐ No ☐

Are you a client of the (please indicate below):

Sexual assault service ☐

Child protection counselling service ☐

Domestic violence service ☐

Name of counsellor: \_\_\_\_\_

IVPRS Service Entry client feedback form created: 1/2/2019; for review: 1/12/2019

Service environment:	Never	Rarely	Sometimes	Usually	Always	N/A
The staff at reception are friendly and welcoming						
I feel comfortable in the waiting room						
I feel safe accessing this service						
I am able to move to a private waiting area if I need to						
The counselling room is comfortable and inviting						
Appointments:	Never	Rarely	Sometimes	Usually	Always	N/A
I am able to get an appointment with the counsellor quickly and easily						
I received a SMS reminder of my appointment						
At my first appointment:	Yes	No	Maybe	N/A		
My counsellor introduced themselves to me and asked me my preferred name						
My counsellor told me about my rights and responsibilities as a service user						
I was given a copy of the FWLHD Rights and Responsibilities brochure						
I was given relevant resources to take home						
My counsellor explained to me they are a mandatory reporter and what this means						
I was asked what I wanted from counselling and had input into my plan						
My counsellor provided information about what the service could offer and their role as a counsellor						
I was told how to make a complaint if I felt like I needed to						

Any additional comments:

Thank you for completing this feedback form. If there is anything you wish to discuss in this form, please contact the Manager, IVPRS at the Community Health Centre on 80801100.

IVPRS Service Entry client feedback form created: 1/2/2019; for review: 1/12/2019

You will also be invited to complete the following feedback form throughout your care period:



## Violence, Abuse & Neglect Service (VANS) Client feedback form

The IVPRS is committed to making your experience with our service the best it can be. To do this, we would like to know what your thoughts are about what is working well and what we can improve on.

Please answer the following questions as best you can and if you would like some assistance, we can arrange a support person (from outside of the IVPRS) to help you. If you prefer, we can provide you with an envelope and you can return it later.

### About you:

Are you a client of the (please indicate below):

Sexual assault service ☐

Child protection counselling service ☐

Domestic violence service ☐

Name of counsellor: \_\_\_\_\_

Number of sessions undertaken: \_\_\_\_\_

What did you address in counselling? (You can tick more than 1 if applicable).

Psychosocial education/protective behaviours ☐

Counselling interventions ☐

Safety planning ☐

Court support ☐

Victim's recognition payment application ☐

Referral/s to other services ☐

Other: \_\_\_\_\_ ☐

IVPRS Client Feedback Form created: 1/2/2019; for review: 1/12/2019

	Never	Rarely	Sometimes	Usually	Always	N/A
I was able to get an appointment with the counsellor quickly and easily						
I was able to talk to the counsellor on the phone if I called						
My counsellor phoned me regularly to check in						
I received a SMS reminder of my appointments						
My counsellor was on-time to appointments and finished on-time						
Overall, I was satisfied with my counselling experience						
My counsellor listened to what was important to me						
I felt supported by my counsellor						
I felt that my information was kept confidential						
I felt safe using this service						
My counsellor asked me if I thought my therapy was working						
I was offered home visits instead of appointments at the Community Health Centre						
My counsellor assisted me to access other services to help me						
I felt like I could tell my counsellor if therapy wasn't working for me						
I felt like my expectations/needs were met						
My counsellor explained the discharge process to me						

What I liked best about coming to this service was:

What I liked least about coming to this service was:

I would recommend this service to someone I know who may need counselling: Yes ☐ No ☐

Thank you for completing this feedback form, if there is anything you wish to discuss in this form, please contact the Manager, IVPRS at the Community Health Centre on 80801100.

IVPRS Client Feedback Form created: 1/2/2019; for review: 1/12/2019

The Violence, Abuse and Neglect Service values your feedback and will endeavour to continue to improve services.

## Additional Supports

### Help and Support: 24 Hours/ 7 Days A Week

<b>Police</b>	000 (Emergencies only)	
<b>NSW Domestic Violence Line</b>	1800 656 463 (24/7)	TTY 9181 43491
<b>NSW Rape Crisis Centre</b>	<b>1800 424 017 (24/7)</b>	TTY 1800 671 442
<b>National Sexual Assault, Domestic And Family Violence Counselling Service</b>	1800 RESPECT (24/7) (1800 737 732)	
<b>Telephone Interpreter Service</b>	1800 131 450	

### State-Wide Counselling, Information and Support Services

Service	Description	Web	Phone
1800RESPECT National Sexual Assault, DFV Counselling Service	Online and phone counselling	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	1800 737 732 (24/7)
NSW Rape Crisis Centre	Telephone counselling, information and referral for victims of sexual assault	TTY 918143491	1800424 017 (24/7)
NSW Domestic Violence Line	Telephone counselling, information and referral for women and same sex partners	<a href="http://www.community.nsw.gov.au/parents,-carers-andfamilies/domestic-and-familyviolence/domestic-violence-line">http://www.community.nsw.gov.au/parents,-carers-andfamilies/domestic-and-familyviolence/domestic-violence-line</a>	1800 65 64 63 (24/7)
Victims Services	Support services, including free counselling and financial assistance to victims of crime	<a href="http://www.victimsservices.justice.nsw.gov.au/">http://www.victimsservices.justice.nsw.gov.au/</a>	1800 633 063
Telephone Interpreter Service (TIS)	Phone and onsite interpreting	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>	13 14 50
Health Care Interpreting Services (HCIS)	All NSW	<a href="http://www.health.nsw.gov.au/multicultural/Pages/Health-Care-Interpreting-and-Translating-Services.aspx">http://www.health.nsw.gov.au/multicultural/Pages/Health-Care-Interpreting-and-Translating-Services.aspx</a>	Log in for relevant phone numbers for your district

Local Referrals			
NSW Health Sexual Assault and Domestic Violence Services			
Broken Hill		08 8080 1100	(08) 8080 1333 (AH)
Sexual Assault Service (24/7)			1800 823 040
New Street Services			(08) 8080 1100
Community Health Centres			
Far West Local Health District Women Health		Broken Hill	(08) 8080 1100
Dareton Primary Health Centre		Dareton	(03) 5021 7200
Child and Family Health Centre		Broken Hill	(08) 8080 1100
Counselling			
Mallee Sexual Assault Service		Mildura	(03) 5025 5400
Mallee Domestic Violence Service		Mildura	(03) 5025 5400
FWLHD IVPRS (Sexual Assault, Child Protection & Domestic Violence)		Broken Hill	(08) 8080 1100
Centacare		Broken Hill	(08) 8087 3477
Health Services			
Mental Health and Drug & Alcohol Service		Broken Hill	(08) 8080 1556 1800 011 511 (AH)
Mental Health and Drug & Alcohol		Dareton	(03) 5021 7245 1800 011 511 (AH)
Headspace		Broken Hill	(02) 9393 9699
Family Support and DFV Case Management Services			
Family Referral Services	Referral to wide range of local support services for children, young people and their families.	Western NSW, Broken Hill	(08) 8088 1938 Or 1300 339 016
Safe Beds for Pets			
Temporary housing for pets of people who are seeking refuge from domestic violence	www.rspcansw.org.au/our-work/programscommunity-services/safe-beds-for-pets		(02) 9782 4408 or (02) 9770 7555 or 1800 811 811



State-wide Legal Services			
Domestic Violence Legal Advice Line	Information advice and referrals for DFV and AVOs: Mon & Thurs 1.30—4.30pm, Tues & Fri 9.30— 13.30pm	<a href="http://www.wlsnsw.org.au/legalservices/domestic-violence-legalservice/">http://www.wlsnsw.org.au/legalservices/domestic-violence-legalservice/</a>	(02) 8745 6999 or 1800 810 784
Women’s Legal Advice Line	Advice & referrals: Mon & Thurs 9.30—12.30pm Tues 1.30-4.30pm	<a href="http://www.wlsnsw.org.au/contact-us/">http://www.wlsnsw.org.au/contact-us/</a>	(02) 8745 6988 or 1800801501
Legal Aid NSW	Lawyers advice and representation, factsheets	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>	1300 888 529
Law Access NSW	DFV information and brochures online	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>	1300 888 529
Victims of Crime Assistance League	Victim support emotional and practical support	<a href="http://www.vocal.org.au">www.vocal.org.au</a>	(02) 4926 2711
Local Police Phone Numbers and Locations—Open 24/7			
Broken Hill (08) 8087 0299 (24/7)	Ivanhoe (02) 69951144	Menindee (08) 8091 4466	
Tibooburra (08) 8091 3303	Wilcannia (08) 8083 8099	Wentworth (03) 5027 3102	
Domestic Violence Liaison Officers (DVLO Gay and Lesbian officers (GLO) Aboriginal Liaison officer (ACLO) Multicultural Liaison officer (MCLO)		Call your police local area command for specific contact details	
Local Courts			
Balranald 1300 679 272	Broken Hill (08) 8084 3300	Wilcannia (08) 8091 5030	Wentworth (03) 5027 3207
Women’s Domestic Violence Court Advocacy Service			
Far West		Broken Hill, Wilcannia, Wentworth	(08) 8087 2053
Local Legal Support Services			
Community Legal Centre		Far West, Broken Hill	(08) 8088 2020

State-wide Housing Services			
NSW Domestic Violence Helpline	For emergency accommodation in a refuge or motel.		1800 656 463 (24/7)
Link2Home	Homelessness and referral		1800 152 152 (24/7)
Housing NSW	Assists with affordable housing, Emergency accommodation, and assistance with bond.	<a href="http://www.housingpathways.nsw.gov.au">www.housingpathways.nsw.gov.au</a>	1800 422 322 Mon – Fri 9.00-5.00
Local Accommodation Services			
Staying Home Leaving Violence:	Specialised DV program aimed at preventing clients from becoming homeless.	Broken Hill	(08) 8088 2520
MASP Saying Home Feeling Safe	Safety planning, home security, support for children, info, referral	Mildura	(03) 5021 6500
The Salvation Army Catherine Haven Women's Refuge		Broken Hill	(08) 8087 1999
Women's Safe house		Wilcannia	(08) 8091 5739
Mallee Accommodation & Support Program		Mildura	(03) 5021 6500
Mission Australia Homelessness Program supports homeless young people between 12 – 18 years		Broken Hill	(08) 8087 0187

State-wide Financial Support			
Centrelink	Social Worker Access Line - Income support, referral for domestic violence	<a href="http://www.humanservices.gov.au/customer/subjects/family-and-domestic-violence">www.humanservices.gov.au/customer/subjects/family-and-domestic-violence</a> <a href="http://www.humanservices.gov.au/customer/services/social-work-services">www.humanservices.gov.au/customer/services/social-work-services</a>	136 150
	Financial information		132 300
	Multilingual Phone Service, 8am-5pm weekdays	<a href="http://www.humanservices.gov.au/customer/services/centrelink/multilingual-phone-service">www.humanservices.gov.au/customer/services/centrelink/multilingual-phone-service</a>	131 202
	TTY		1800 810 586
National Debt Hotline		<a href="http://www.ndh.org.au">www.ndh.org.au</a>	1800 007 007 (9.30 - 4.30)

State-wide Aboriginal Legal Services			
Indigenous Women's Legal Contact Line	Legal advice, Mon, Tues, Thurs 10-12.30	<a href="http://www.wlsnsw.org.au">www.wlsnsw.org.au</a>	(02) 8745 6999  or  1800 810 784
Warringa Baiya Aboriginal Women's Legal Centre	Legal advice, court support	<a href="http://www.wirringabaiya.org.au">www.wirringabaiya.org.au</a>	1800 686 587
Aboriginal victims of crime contact line	Victims of violent crime counselling/compensation	<a href="http://www.victimservices.justice.nsw.gov.au">www.victimservices.justice.nsw.gov.au</a>	1800 019 123
Local Aboriginal Legal Services			
Aboriginal Legal Centre		Broken Hill	(08) 8084 2300
Warra Warra Legal Service		Broken Hill	(08) 8087 6766
Aboriginal Maternal Infant Health Services			
Maari Ma Primary Health Care		Broken Hill	(08) 8082 9777
Aboriginal Medical Services			
Maari Ma Health AMS		Broken Hill	(08) 8082 9777
Coomealla AMS		Dareton	(03) 5027 4824
Aboriginal Family Health Worker			
Maari Ma Health AMS		Broken Hill	(08) 8082 9888