



our commitment to family violence awareness

We are committed to providing respectful and confidential assistance to customers who are impacted by family violence.

As part of our commitment to assist customers who may be experiencing family violence, we have developed a Family Violence Policy. This Policy, which is available on our website:

- > informs of our decisions and the actions taken when dealing with customers experiencing family violence.
- > provides information on the assistance that is available to those who are affected.
- > ensures that we satisfy our obligations under the Essential Services Commission Customer Service Codes for urban and rural water businesses.

The below organisations may be of assistance to those needing confidential counselling and cover a range of issues.

Where to go for support

Family Violence

The Orange Door

Horsham (Wimmera South West)

3-7 Madden Street Horsham

Call: 1800 271 042

Email: wimmera@orangedoor.vic.gov.au

Swan Hill

14-18 McCallum Street Swan Hill

Phone: 1800 290 943

Email: mallee@orangedoor.vic.gov.au

Services offered:

- > Adults, children and young people's family violence services
- > Child and family services
- > Aboriginal services
- > Services for people who use violence

Grampians Community Health

(Monday to Friday 9 am to 5 pm)

Call: 03 5358 7400

Email: gch@gch.org.au

Horsham

70-72 Hamilton Street

Stawell

8-22 Patrick Street

Ararat

60 High Street

Offers the following support:

- > After hours family violence support
- > Family violence counselling
- > Family safety planning
- > Men's behaviour change program
- > Accommodation support

LGBTIQ+

With Respect

Tuesday 9 am to 8 pm
Monday, Wednesday, Thursday and Friday
9 am to 5 pm
Call: 1800 542 847
Website: withrespect.org.au

For members of the LGBTIQ+ community. They offer Telecounselling and Support who are at risk or are experiencing family violence.

The Rainbow Door

Everyday 10 am to 5 pm
Website: rainbowdoor.org.au/getsupport
Call: 1800 729 367
Email: support@rainbowdoor.org.au
SMS: 0480 017 246

Qlife

Call: 1800 184 527
Website: qlife.org.au

Telephone and web-based counselling, referrals and support for groups for LGBTIQ people and their families.

Women and Children only

Safe Steps

Call: 1800 015 188 any time
Email: safesteps@safesteps.org.au
Live Chat: Monday to Friday 9 am to Midnight
Website: safesteps.org.au/about-us/contact-us

Men only

Victims of Crime

Website: victimsofcrime.vic.gov.au
Call: 1800 819 817
Text: 0427 767 891

Specialised Support

Aboriginal Family Violence Prevention and Legal Services

Call: 1800 105 303
Website: fvpls.org

Culturally specific assistance to Aboriginal and Torres Strait Islander victims/survivors or family violence and sexual assault

In Touch Multicultural Centre Against Family Violence

Call: 1800 755 988
Website: intouch.org.au

Assistance and information for women and children from CALO backgrounds living with family violence.

General Support

LIFELINE

Call: 13 11 14
Website: lifeline.org.au

24/7 Crisis support and suicide prevention.

Beyond Blue

Call: 1300 224 636
Website: beyondblue.org.au

24/7 information, referral and support for people on a range of mental health issues.

Directline

Call: 1800 888 236
Website: directline.org.au

24/7 counselling and referral service for anyone with concerns about their own or someone else's use of alcohol or other drugs.

Daisy

Daisy is an app that connects people experiencing violence or abuse to local services across Australia.

Family members and friends can also use Daisy to gather information and support people who are experiencing violence.

Financial Support

National Debt Helpline

Call: 1800 007 007

Website: ndh.org.au

General information about debt and access to financial counsellors.

Gambler's Help

Call: 1800 858 858

Website: gamblinghelponline.org.au

24/7 counselling and support for people with concerns about gambling behaviour.

Moneysmart

Call: 1800 007 007

Website: moneysmart.gov.au

Free tools, tips and guidance to help people of all ages, backgrounds and incomes to be in control of their finances.

Meli

31 Wilson Street Horsham

Call: 03 5278 8122

Email: info@meli.org.au

Website: meli.org.au

Meli is committed to creating an environment where everyone feels safe and that they belong.

CAFS

115 Lydiard Street North Ballarat

Call: 1800 692 237

Website: cafs.org.au/financial-support

Rural Financial Counselling Services

1/48 McLachlan Street Horsham

1300 735 578

admin@wswrcs.com.au

Rural Financial Counselling Services is a free service for rural and regional primary producers and small business owners.

They can help you:

- > Gain a clear understanding of your financial position.
- > Generate and explore options.
- > Develop budgets and implement plans.
- > Talk to your creditors.
- > Prepare a Farm Household Allowance (FHA) or Regional Investment Corporation (RIC) loan application.
- > Apply for grants and other support packages
- > Provide referrals to other specialists, including financial, legal, marketing and our own wellbeing program.
- > Apply for grants and support packages.

Mallee Family Care

229 Beveridge Street Swan Hill

03 5032 4479

mfc@malleefamilycare.com.au

Outreach service in Birchip call the Central Office on 03 5023 5966

Offer Support in:

- > Identifying and clarifying financial issues.
- > Provide short-term resolutions.
- > Advocate debt management plans.
- > Plan long-term actions including budgeting.
- > Determine ongoing needs.
- > Refer to other supports.