



RESOURCES FOR SUPPORTING LGBTIQ+ PEOPLE WHO HAVE EXPERIENCED VIOLENCE



COMMUNITY EDUCATION PROJECT
undercurrent

This booklet was developed by Undercurrent Victoria as a guide that lists some services currently available to support LGBTIQ+ survivors of intimate partner and family violence in Victoria.

<http://www.undercurrentvic.com/>



WHEN IN CRISIS:

Safesteps

safesteps.org.au

1800 015 188 Open 24 hours

Email: safesteps@safesteps.org.au if you are unable to safely call



Support for women victims (and children) of family violence
(although the website says trans inclusive, staff may have varying levels of understanding relating to violence experienced by people who are LGBTIQ+)
Telephone counselling, and safety planning

What contacting them might be like:

After connecting with a violence support worker, they'll listen to your experience, and help you to explore options for achieving safety, including developing a longer term safety plan if needed. They may also provide other resources for further support. Sometimes the service can be busy so you might have to wait to get through.



1800RESPECT

1800respect.org.au

1800 737 732 Open 24 hours

(Online chat available but not for emergency assistance)



Support for victims of sexual assault, intimate partner and family violence
Telephone counselling, online counselling, and safety plans
If you have difficulty hearing or speaking, contact the National Relay Service and provide the 1800RESPECT number

TTY/voice calls on 133 677

Speak and listen on 1300 555 727

SMS relay on 0423 677 767

Interpreters available, ask on the phone or call The Translating and Interpreting service 13 14 50 and provide the 1800RESPECT number

What contacting them might be like:

You will be connected with a trained counsellor who will listen to your experience. They will then try to help you identify your options for safety and support, and advise any additional resources for ongoing support. Sometimes you may have to wait to speak to a counsellor.

WHEN IN CRISIS:

Victoria Police



000 Open 24 hours

03 9247 6944 To leave a recorded message to a GLLO

Email GLLOCOORDINATOR-OPS-OIC@police.vic.gov.au to email a GLLO (email and voice messages monitored during business hours only)

For immediate safety and concerns

Sometimes you may be able to speak to a LGBTIQ Liaison Officer, ask to speak to a GLLO (pronounced 'glow') if possible. If the matter is less urgent you can get in touch with a GLLO by leaving a voice message or email

What contacting them might be like:

We would recommend calling the police only when you are really concerned for your safety. Although the police are working to make their service more equitable, they may not be as accessible or sensitive as other crisis support services. GLLOs might be able to support you in your experience in the police system.

ANOTHER OPTION IN CASE YOU CAN'T GET THROUGH (CAN ALSO CALL WHEN NOT IN CRISIS):

WIRE

wire.org.au



1300 134 130 Mon - Fri 9am-5pm

372 Spencer Street, West Melbourne VIC 3003

(Visit the info centre, email, or online chat service available)

Information, advice, support and referral service for women

(they do not discriminate against gender/voice and are LGBTIQ friendly)

Legal advice available as well

What contacting them might be like:

You will be connected with a worker who will listen to your experience. They will then try to help you identify your options for safety and support, and advise any additional resources for ongoing support. Really good service for general and confidential advice. You may have to wait, however you can request that someone call you back.

SUPPORT SERVICES (NOT CRISIS SUPPORT)

Thorne Harbour Health (formerly Victorian AIDS Council)

<https://thorneharbour.org/lgbti-health/relationship-family-violence/>

03 9865 6700

Open Monday-Friday 9am-5pm

Level 5, 615 St. Kilda Road, Melbourne

**thorne
harbour**
health*

iHEAL
RECOVERY SUPPORT

Counselling for LGBTIQ+ people

First session is free and then fees are based on income thereafter (gold coin for healthcare card holders)

Flexible support packages (FSP) to assist LGBTIQ+ people who are leaving or have recently experienced family and/or intimate partner violence. Individuals who are staying in the relationship with the person who has used violence cannot access this support package. To inquire about the packages, call reception on (03) 9865 6700 and ask for Family Violence Intake Worker. The family violence team will book as assessment. If approved, FSP can be used to fund rent/bond when moving away from family violence, white goods, counselling etc. Be aware that this is not a crisis response and funding may take up to a week to be approved.

iHeal - Family Violence Recovery Support: a service for people who have experienced family and/or intimate partner violence and are not currently experiencing crisis but want extra support in their recovery from experiences of violence. iHeal provides a range of supports tailored to suit LGBTIQ survivors, and where appropriate their family's needs. Support may include counselling, case work and advocacy, support groups, workshops and outreach work where support workers can outreach to a location near you or attend appointment/court with you.

Family Violence Case Management: LGBTIQ+ people who are currently experiencing, have recently left or are staying in a family violence situation can access family violence case management. Support may include short term counselling, risk assessment, safety planning and advocacy.

ReVisioning - Men's Behaviour Change Program: ReVisioning is a group where gay, bisexual, or queer men (trans inclusive) can learn about breaking patterns of violent, abusive or controlling behaviours. Partner contact is offered to those who have experienced harm by men in group, that may include things like support work, safety checking and planning, risk assessment.

Thorne Harbour Health (formerly Victorian AIDS Council) continued...

LGBTIQ outreach lawyer from St Kilda Legal Service

An outreach lawyer is located at Thorne Harbour Health's St Kilda Rd Office to provide information, advice and some ongoing legal casework to members of the LGBTIQ community across many areas of law including fines and debt, Centrelink appeals, family violence, discrimination, issues around name changes, minor criminal law and more.

Alcohol and Other Drugs (AOD) Service

Counsellors can meet with you to discuss your concerns and goals around your alcohol or drug use. They also offer therapeutic groups and care and recovery assistance.

Equinox Gender Diverse Health Centre

175 Rose Street, Fitzroy, Victoria (03) 9416 2889

Equinox is Thorne Harbour Health's Gender Diverse Health Centre. Equinox offers general medical, sexual health and mental health services for trans and gender diverse people.

Thorne Harbour Country

496 Hargreaves Street, Bendigo, open for drop in from 9am-5pm Monday-Friday.

Thorne Harbour Country provides support, counselling, rapid HIV testing, resources and information around LGBTI wellbeing, HIV, Hepatitis C and sexual health across the Loddon Mallee. Operating out of the Community Hub, Thorne Harbour Country provides a safe place for the LGBTI community to connect and access information resources and referral services.

Positive Living Centre (PLC)

51 Commercial Rd, Prahran VIC 3181, (03) 9863 0444

The Positive Living Centre (PLC) is a vibrant and safe environment for all people living with HIV. The PLC's main aim is to enhance the health and well-being of HIV positive people, through the provision of social, emotional, recreational, and skills-based services and activities. Many services are provided free-of-charge and are delivered by a range of skilled facilitators, staff, and volunteers. Services include yoga, exercise classes, therapeutic massage, art classes, housing assistance, low cost pantry, weekly communal lunch and peer support for mental health.

What contacting them might be like:

After calling you'll be connected to reception. If you want to arrange counselling, you need to be assessed by a duty worker first (available during 10am-4pm Mon - Fri otherwise leave a message and they'll call back). The assessment takes about 10-15 minutes. After this they will book a time to do a 90 minute initial assessment with you - if you prefer to do it with someone of a different gender they are flexible. After this you will be allocated a counsellor who you can see for 12 sessions, however depending on urgency and demand you may have to wait 4 or so weeks until your first session.

LGBTIQ Legal Service

**Do you identify as
LGBTIQ+ and have
a legal issue that
you'd like to talk to
someone about?**

Contact the LGBTIQ Outreach Lawyer at Thorne Harbour Health on
0490 086 090 or email LGBTIQlegalservice@thorneharbour.org



Drummond Street Services
ds.org.au/

03 9663 6733 Open 9am–5pm, Mon–Fri

Queerspace – 100 Drummond Street, Carlton VIC 3053



Counsellors (LGBTIQ practitioners and allies available) for family and individual therapy (different payment options, can sometimes be free)

iHeal - Family Violence Recovery Support: a service for people who have experienced family and/or intimate partner violence and are not currently experiencing crisis but want extra support in their recovery from experiences of violence. iHeal provides a range of supports tailored to suit LGBTIQ survivors, and where appropriate their family's needs. Support may include counselling, case work and advocacy, support groups, workshops and outreach work where support workers can outreach to a location near you or attend appointment/court with you.

The Drum Youth Services

The Drum delivers youth services in Carlton, Kensington, North Melbourne, the Melbourne CBD, as well as the Richmond and Collingwood public housing estates. The Drum service is inclusive of young people from ALL genders, religions, cultural and identity backgrounds. They collaborate with young people to design and deliver opportunities that enable them to connect with one another, their families and the wider community.

Queerspace Youth

Queerspace Youth is a peer-led program for Queer, Trans, Intersex, Gender Diverse or questioning people aged 18–25 years old. They run monthly support groups and regular events including mental health and sexual health workshops, movie nights, art and music workshops as well as skill and capacity building activities where young people can hang out and make new friends and build community.

What contacting them might be like:

Press 1 to be connected with reception and ask to be connected with someone from queerspace to discuss support services. If an intake person is unavailable they will offer to call back (let them know when you are available). After connecting with an intake worker, the first step is to have a 15 – 20 minute assessment, done over the phone. This assessment allows them to determine what services might be right for you. If you want counselling, you might be on a waiting list for a few days or weeks depending on urgency/demand. Similarly, the wait for accessing recovery support might be days or weeks. If the waiting list is too long and you need support in the meantime, they might refer you elsewhere (mental health care plan with a private psychologist).

Switchboard/QLife

switchboard.org.au/

1800 184 527 Open 3pm-12am, 7 days
(online chat service available as well)



Counselling and referral service for LGBTIQ people (and their friends, families and allies) Counsellors are peer and LGBTIQ

Out and About

Out & About is a peer service connecting lesbian, gay, bisexual, transgender, or intersex (LGBTI) people across Victoria. Out & About aims to reduce social isolation and loneliness experienced by older members of our LGBTI community. Out & About connects LGBTI volunteer visitors with people living at home or in aged care as part of the national Community Visitors Scheme.

w/Respect 1800 LGBTIQ (that's 1800 542 847)

w|respect is a new specialist LGBTIQ family violence service funded by the Victorian government in 2017. Its role is to both support people in LGBTIQ communities and their families affected by family violence as well as build the capacity of the integrated family services and specialist family violence system. To access support and referrals you can call 1800 542 847.

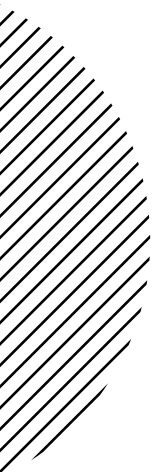
What contacting them might be like:

You will be connected to a counsellor who will listen and try to understand your experience. They will try to help you identify what you can do next and suggest resources for support. If no one answers your call, it's because they're busy with other callers. Keep trying until you can get through. If there is a long queue on the online chat, keep your window open until a counsellor is free to chat with you.

Sometimes it might take a while to get through.



**Neighbourhood Justice Centre
LGBTIQ Family Violence Team
241 Wellington St, Collingwood VIC 3066
(03) 9948 8777**







NJC are committed to improving the accessibility and responsiveness of the magistrates courts specifically and the criminal justice system generally, in order for trans and gender diverse people to be supported to receive protection from abusive intimate partners or family members. We have access to police prosecutors at court, as well as family violence registrars (and sometimes the magistrate). We can arrange safe rooms for TGD people attending court if needed.

The LGBTI family violence team will be able to provide support with filling out private applications for IVO's, how to capture the relevant risk issues in the narrative that will speak to the magistrate who makes final decision on orders, or even just support with explaining the process of coming to court and what they can expect. Standing in front of a magistrate when applying for an order is stressful for anyone, my team is specifically here to make this as easy as possible for LGBTIQ people.

We can also take any complaints from TGD people and/ or their advocates if any court processes have not increased their safety or if any transphobia or queerphobia is experienced at court at any stage during their attendance.

The courtroom is a public forum, so any information about any TGD clients that need to remain confidential and privacy needs to be maintained can be addressed with me too.

Please do not hesitate to contact the LGBTI family violence team at Address: 241 Wellington St, Collingwood VIC 3066 Phone: (03) 9948 8777 if you would like more information on the LGBTI family violence program or how to access the LGBTI Applicant Support Worker or the LGBTI Respondent Worker here at NJC. We can attend other magistrates courts to act as supports for LGBTIQ people in some instances.



MensLine

mensline.org.au/

1800 78 99 78 Open 24 hours

(Online chat and video counselling available through website)

Counselling service for male victims of family violence (and other family and relationship issues)

Online chat and video counselling

(have to register on website first)

What contacting them might be like:

You will be connected with a counsellor who will listen and try to understand your experience. They will try to help you problem solve any issues, work through mental health issues, or refer other resources and services for ongoing support.

Victims of Crime Assistance Tribunal (VOCAT)

<https://www.vocat.vic.gov.au/>

help@vocat.vic.gov.au

The Tribunal operates from every venue of the Magistrates' Court of Victoria. If you wish to speak to a Registrar about your application, please contact your local venue of the Tribunal.

The Tribunal can award an eligible applicant financial assistance for:

- Reasonable counselling expenses
- Reasonable medical expenses (including dental, optometry, physiotherapy, hospital and ambulance expenses)
- The replacement of damaged clothing worn at the time of the crime
- Reasonable safety-related expenses (from 1 July 2010, for Primary victims only)
- Reasonable funeral expenses
- Lost earnings up to a maximum of \$20,000 (Primary & Secondary Victims only)
- In exceptional circumstances, other reasonable expenses that will assist an applicant in their recovery from the crime
- Special financial assistance (Primary Victims only)
- Distress and dependency (Related Victims only)
- Financial assistance may be awarded for reasonable expenses actually incurred, or which are likely to be incurred in the future, as a direct result of the crime.