

IREFER VIC – DIRECTORY OF SERVICES

Current at January 2021

Service Category	Description	Examples
About iRefer Vic	This section contains a description of iRefer Vic, who runs it (VFLPN) and who to contact for amendments, complaints and questions regarding the running and information on iRefer Vic, and when the app was last updated.	
Alcohol and Other Drug Services (AOD)	<p>Services available for those seeking help for themselves or a family member in relation to drug and/or alcohol addiction.</p> <p>Includes counselling, information and resources, rehabilitation, support for family and withdrawal units.</p>	<ul style="list-style-type: none"> • Alcoholics Anonymous • Family Drug Help • AOD Counselling • DrugInfo
Australian Gov. Department of Human Service	National Department of Health and Human Services for families.	<ul style="list-style-type: none"> • Centrelink • Child Support • Medicare
CALD (Culturally and Linguistically Diverse) Programs	Services available to the CALD community, including newly arrived and long term migrants and refugees.	<ul style="list-style-type: none"> • InTouch Multicultural Centre Against Family Violence • Asylum Seeker Resource Centre • CatholicCare Refugee Settlement Programs

<p>Child Protection</p>	<p>Services for those wishing to identify a child that might be in danger of suffering abuse.</p> <p>Also services for those wishing to place a child under the protection of the state.</p>	<ul style="list-style-type: none"> • Child FIRST (VIC) • Child Protection • Berry Street – Child Protection • Child Abuse Protection Service – Telephone Support Line
<p>Children’s Contact Services</p>	<p>Children’s Contact Services (CCS) provide safe, neutral and child-focused venues for supervised visits and changeovers to occur between children and their parents/other significant persons in the child’s life.</p>	<ul style="list-style-type: none"> • The Australian Children’s Contact Services Association (ACCSA) Database • Family Life – Children’s Contact Service • Anglicare – Children’s Contact Service
<p>Children’s Services</p>	<p>Programs and counselling for children affected by family conflict or separation.</p> <p>This includes dealing with parental separation or loss, physical or sexual abuse and mental illness.</p>	<ul style="list-style-type: none"> • Child & Family Services (CAFS) • Kids Helpline) • Children’s Counselling
<p>Community Legal Centres (CLC’s)</p>	<p>Community Legal Centres provide free advice to people who live within a particular region, specifically those who are financially disadvantaged.</p> <p>They provide a range of services including legal advice, referrals, specialist casework management, and policy and law reform activities.</p>	<ul style="list-style-type: none"> • Monash Law Clinics • Peninsula Community Legal Centre • WEstjustice • Women’s Legal Service Victoria

<p>Counselling - Family</p>	<p>This category contains agencies offering individual counselling.</p> <p>Services provide counselling for a range of issues relating to family conflict, separation, and mental illness.</p> <p>Some programs accommodate counselling session with families together.</p>	<ul style="list-style-type: none"> • CatholicCare – Family Counselling • Nexus Psychology – Family Counselling • Family Life – Family Counselling • Spectrum Migrant Resource Centre – Family Counselling
<p>Counselling – Individual</p>	<p>This category contains agencies offering individual counselling.</p> <p>Services provide counselling for a range of issues relating to family conflict, separation, mental illness, grief, and more.</p>	<ul style="list-style-type: none"> • 1800RESPECT • Blue Knot Helpline • cohealth – Family Violence Counselling • Lifeline • MensLine
<p>Court Support Services</p>	<p>Court Support Services provide non-legal information and assistance to those going through the court process.</p> <p>Services are included for the Federal Circuit Court of Australia, the Family Court of Australia, and Magistrates’ Court of Victoria.</p> <p>This includes specialist help for people with disability and/or mental illnesses.</p>	<ul style="list-style-type: none"> • Family and Advocacy Support Service (FASS) • Berry Street – Family Violence Court Support • Court Network • Koori Liaison Officer Program • Intervention Order Applicant and Respondent Support Workers
<p>Disability Support</p>	<p>A range of services for those with a disability and for carers.</p>	<ul style="list-style-type: none"> • Ability Assist • Abe Australia • Office of the Public Advocate

<p>Emergency Relief</p>	<p>Emergency relief provides immediate financial and/or material support to people in financial crisis.</p> <p>Services in this category can act as a safety net for people experiencing financial distress or hardship, and who have limited means or resources to help them alleviate their financial crisis.</p>	<ul style="list-style-type: none"> • The Salvation Army – Emergency Relief • Friends of Refugees – Food Aid • Red Cross Australia
<p>Family Dispute Resolution (FDR)</p>	<p>Family dispute resolution (FDR) is a practical, less stressful and inexpensive way for separating families to address their issues without attending court.</p> <p>It includes services that offer child-inclusive FDR.</p>	<ul style="list-style-type: none"> • Ballarat Family Relationship Centre – FDR • Better Place Australia – FDR • Victoria Legal Aid – FDR Referral Service
<p>Family Law Pathways Network</p>	<p>This category includes the contact information for all Family Law Pathways Networks across Australia.</p> <p>By contacting these networks, you can find out more information about services in their regions.</p>	<ul style="list-style-type: none"> • Greater Melbourne • Ballarat • Western Australia • There are 25 networks across Australia

<p>Family Relationship Centre (FRC)</p>	<p>Family Relationship Centres provide information about family relationships at all stages – including forming new relationships, overcoming relationship difficulties or dealing with separation.</p> <p>They specialise in providing joint Family Dispute Resolution mediation sessions to assist clients to agree on parenting and property arrangements.</p> <p>FRC’s can also refer clients to other specialist services that can help, such as family law counselling or programs about parenting after separation.</p> <p>They offer a range of other services and programs such as information sessions and seminars.</p>	<ul style="list-style-type: none"> • Sunshine Family Relationship Centre • Warrnambool Family Relationship Centre • Geelong Family Relationship Centre • There are many Family Relationship Centres located all over Victoria.
<p>Family Relationship Services</p>	<p>A range of services for families who wish to improve their relationships and communication.</p> <p>It includes group counselling, marriage programs and support programs.</p>	<ul style="list-style-type: none"> • Family Relationship Advice Line • Drummond Street Services – Seminar Series • Junction Support Services – Integrated Family Services • ParentLine
<p>Family Violence</p>	<p>Family Violence services are available for those experiencing or perpetrating family violence and those affected by family violence.</p> <p>These services are not necessarily limited to the victim survivor and can also assist extended family members or those otherwise affected.</p>	<ul style="list-style-type: none"> • Domestic Violence Resource Centre (DVRC) • Centre Against Violence • cohealth – Victims Assistance Program • Online Family Violence Intervention Order Application

<p>Financial Assistance</p>	<p>Financial assistance services assist clients with financial issues, including debt management and child support.</p> <p>It includes information about No Interest Loan Schemed and financial counselling.</p>	<ul style="list-style-type: none"> • Anglicare – Financial Counselling • Centsable – Financial Resources • National Debt Helpline • Uniting Lentara – No Interest Loans Scheme
<p>Gambling Help Services</p>	<p>Gambling Help Services assist those with a gambling problem and their families/friends/those who are otherwise affected.</p>	<ul style="list-style-type: none"> • Gambler’s Help programs • Gambling Help Phonenumber • Melbourne Counselling Service – Gambling Counselling
<p>Grandparent & Elder Services</p>	<p>Services targeted towards grandparents experiencing family law issues.</p> <p>It includes grandparents who have permanent care of their grandchildren.</p>	<ul style="list-style-type: none"> • Seniors Rights Victoria • Grandparents Victoria • Grandparent Advisers
<p>Housing</p>	<p>Housing services are for those who have or are vulnerable to losing their house or those needing emergency accommodation.</p>	<ul style="list-style-type: none"> • Launch Housing • Wombat Housing Support Services • WAYSS • safesteps
<p>Indigenous Australian Services</p>	<p>This category contains a variety of services for Indigenous Australians.</p> <p>It includes family, men, women and children’s services targeted towards Indigenous Australians.</p>	<ul style="list-style-type: none"> • Djirra • Gippsland & East Gippsland Aboriginal Co-operative • Victorian Aboriginal Legal Service

<p>Interpretation & Translation Referral</p>	<p>Interpretation & Translation Referral services are available for those who speak a language other than English.</p> <p>It includes on-site and telephone services, as well as translation of documents.</p>	<ul style="list-style-type: none"> • Australian Interpreting Service • Language Loop • VITS • TIS
<p>Legal Assistance</p>	<p>Legal assistance for those going through the separation process.</p> <p>Includes free and fee-paying options.</p>	<ul style="list-style-type: none"> • Fitzroy Legal Service – The Law Handbook • Law Institute of Victoria – Find a Lawyer Referral Service • Federation of Community Legal Centres
<p>LGBTIQ Support Services</p>	<p>Services for rainbow families going through the separation process.</p> <p>This includes services for family violence, housing, counselling and more targeted towards LGBTIQ peoples.</p>	<ul style="list-style-type: none"> • Queerspace • Australian LGBTIQ Multicultural Council • Gender Help for Parents • SWITCHBOARD
<p>Men’s Behavioural Change Services</p>	<p>This category contains programs designed for men who have displayed controlling and/or violent behaviours towards others.</p> <p>They provide an opportunity to develop more respectful relationships, learn non-abusive behaviours, challenge old ways of thinking and develop responsibility for one’s actions.</p>	<ul style="list-style-type: none"> • Relationships Australia - InRoads • Centre for Non Violence – Men’s Case Management • Dardi Munwurro – Men’s Healing & Behaviour Change Program

<p>Men's Services</p>	<p>Services for men and their families who are going through the separation process.</p> <p>Includes family counselling, family violence services, parenting programs and men's counselling services that are target towards men.</p>	<ul style="list-style-type: none"> • Berry Street – Caring Dads • Drummond Street – Seminar for Dads • Men's Referral Service • Men's Shed • MensLine
<p>Mental Health Services</p>	<p>Services available for those who have mental health issues and their family members/friends/those otherwise affected.</p>	<ul style="list-style-type: none"> • BeyondBlue • Lifeline • Mental Health Legal Centre Inc.
<p>Parent Education Programs</p>	<p>Courses available for those who wish to correct and improve their parenting skills and communication with their child/ren through and after separation.</p> <p>Also includes parent education programs about practically caring for children (whether or not you are going through a separation).</p>	<ul style="list-style-type: none"> • Anglicare – Parentzone • Bethany – Family Relationship Education Skills & Training • CatholicCare – Tuning into Teens • City of Greater Geelong – Parenting Education Programs
<p>Parenting Orders Program (POP)</p>	<p>The Parenting Orders Program (POP) is the name of a post separation parenting program.</p> <p>It helps separating families to minimise conflict and better manage parenting and contact arrangements in the best interests of the children.</p> <p>Families usually enter this program through court order.</p>	<ul style="list-style-type: none"> • Better Place Australia – POP • Each Social and Community Health – POP • Upper Murray Family Care - POP

<p>Post Separation Parenting Course (PSPC)</p>	<p>Post Separation Parenting Courses are available to those going through the separation process.</p> <p>These courses provide parents with key information and strategies to assist children successfully adjust to separation and divorce.</p> <p>People can enter this program through self-referral or by court order.</p>	<ul style="list-style-type: none"> • Centacare – Parenting After Separation Support • Mallee Family Care – Building Connections Workshop • Relationship Matters - PSPC
<p>Property Dispute Services</p>	<p>Alternative dispute resolution such as mediation for couples affected by separation to resolve disputes involving property and finances.</p> <p>These services can be used as a means to separate property and resolve financial arrangements between separation couples.</p>	<ul style="list-style-type: none"> • Better Place Australia – Property FDR • Relationship Matters – Property FDR • Victoria Legal Aid – Roundtable Dispute Management
<p>Sexual Assault Support Services</p>	<p>Sexual Assault Support Services are available to those who are experiencing or have experienced sexual assault.</p> <p>Services are offered for women, men, children and support persons.</p>	<ul style="list-style-type: none"> • Centre Against Sexual Assault (CASA) • Mallee Sexual Assault Unit – Emergency Crisis Care • Sexual Assault Crisis Line (SACL)
<p>Supporting Children After Separation Program (SCASP)</p>	<p>The Supporting Children after Separation Program helps children and young people understand the separation of their parents.</p>	<ul style="list-style-type: none"> • Bethany – SCASP • Better Place Australia - SCASP

<p>Victorian Government Departments</p>	<p>Programs and resources provided by the Victorian Department of Health and the Victorian Department of Fairness, Families and Housing.</p> <p>Prior to February 2021 services under this category belonged to the Victorian Department of Health and Human Services.</p>	<ul style="list-style-type: none"> • Department of Fairness, Families and Housing contact information
<p>Victorian Legal Aid</p>	<p>Victorian Legal Aid (VLA) provides information, referral, advice and legal representation services.</p> <p>VLA is able to grant funding to litigants to access legal assistance who otherwise could not afford to do so.</p>	<ul style="list-style-type: none"> • Contact information for offices around Victoria
<p>Women’s Services</p>	<p>A range of services for women going through the separation process.</p> <p>This includes housing, family violence, behavioural change, legal assistance and counselling.</p>	<ul style="list-style-type: none"> • Council of Single Mothers and their Children (CSMC) • Maternal and Child Health Line • Pregnancy, Birth & Baby Hotline • Women’s Welcome Centre
<p>Youth Services</p>	<p>A range of service for youth affected by the family separation process.</p> <p>It includes housing, drug and alcohol services and counselling services targeted at adolescents.</p>	<ul style="list-style-type: none"> • Youth Support and Advocacy Service (YSAS) • Youthlinks • eHeadspace