

Accessing The Orange Door

Who is The Orange Door for?

The Orange Door is for women, children and young people who are experiencing family violence, or families who need assistance with the care and wellbeing of children and young people. The Orange Door assists people to access the services they need to be safe and supported.

The Orange Door holds perpetrators to account by planning interventions to address the risk they pose and challenging their controlling, violent and abusive behaviour.

How do I access The Orange Door?

You can access The Orange Door by telephone, email or attending The Orange Door in person.

The Orange Door operates during business hours (9am - 5pm) Monday to Friday (closed public holidays).

The Orange Door area	Telephone	Email	Primary premises
Bayside Peninsula	1800 319 353	bpa@orangedoor.vic.gov.au	60-64 Wells Street Frankston VIC 3199
Barwon	1800 312 820	barwon@orangedoor.vic.gov.au	83 Moorabool Street Geelong VIC 3220
Mallee	1800 290 943	mallee@orangedoor.vic.gov.au	113 Madden Avenue Mildura VIC 3500
North Eastern Melbourne	1800 319 355	nema@orangedoor.vic.gov.au	56 Burgundy Street Heidelberg VIC 3084
Inner Gippsland	1800 319 354	iga@orangedoor.vic.gov.au	163 Princes Drive Morwell VIC 3840

Do I need a referral to access The Orange Door?

No, people can contact or attend The Orange Door in person without a referral.

Is there accommodation at The Orange Door for people to stay overnight?

No. The Orange Door connects people to accommodation services where needed.

How can I access after hours support?

In an emergency, call 000.

The following services provide support after hours:

- safe steps provides support to women and children people with lived experience of family violence. Call 1800 015 188 (24 hours every day)
- Sexual Assault Crisis Line is for victim survivors of sexual assault. Call 1800 806 292 (24 hours every day)

- After Hours Child Protection Emergency Service is for children and young people (under 18) who are at significant risk of harm. Call 13 12 78 (5pm - 9am Monday to Friday, 24 hours on weekends and public holidays)
- Support for adult males with lived experience of family violence and all victims of crime is provided by the Victims of Crime Helpline. Call 1800 819 817 or text 0427 767 891 (8am - 11pm, every day)
- Men's Referral Service provides advice to:
 - men who are using controlling behaviour towards a partner or family member
 - women seeking information about men's use of family violence
 - family or colleagues of people who may be using or experiencing family violence.
- Call 1300 766 491 (8am - 9pm Monday to Friday and 9am - 5pm Saturday and Sunday)

How is The Orange Door supporting people from diverse backgrounds?

The Orange Door is open to people of any age, culture, ability, gender, sexuality or gender identity.

The Orange Door is accessible and child friendly, and makes it easier for people from all backgrounds to feel comfortable seeking help.

Clients from diverse communities are offered a safe service where their cultural and religious preferences are respected (including the option to work with a female worker if required). Interpreters are available, and clients are connected to targeted services such as settlement support or migration advice to meet their specific needs.

Family Safety Victoria (FSV) continues to work with other specialist services to make sure that The Orange Door meets the diverse needs of people and families.

Refer also to another fact sheet in this series, titled 'Meeting the needs of Aboriginal Victorians' available at:

<https://www.vic.gov.au/familyviolence.html>

Do people already receiving support from family violence or family services have to reapply through The Orange Door to keep accessing this support?

No. People who have previously received support from a specialist family violence or a family service can continue to directly access that service. They can also access The Orange Door, if they need or wish to do so.

The Orange Door does not replace specialist services providing casework, support and accommodation.

Does The Orange Door work with men?

Yes. The Orange Door works with families who need support with the care, wellbeing and development of children and young people, including fathers and other male caregivers.

The Orange Door also plans interventions for perpetrators of family violence to address the risk they pose and challenge their controlling, violent and abusive behaviour, and hold them accountable.

At The Orange Door, the safety of women, children and families is the priority. Planning for The Orange Door has drawn on the experience of other services who work with both people with lived experience of family violence and perpetrators to ensure the design of The Orange Door and the development of practice embed safety measures.

The Orange Door primary premises have an entry area where members of the public can make enquiries. However, perpetrators aren't encouraged to come to The Orange Door premises as a first contact with the service system. Typically, The Orange Door receives online referrals about a perpetrator from police. The first contact made to a perpetrator in response to a referral is usually by phone.

Men's Behaviour Change Programs are not delivered at The Orange Door premises.

Why does The Orange Door work with perpetrators?

Consistent with the Royal Commission into Family Violence (RCFV) Recommendation 37, with support from peak bodies, The Orange Door engages with perpetrators of family violence. Addressing the risks posed by perpetrators

of family violence, challenging their controlling, violent and abusive behaviour, and holding them to account is central to that objective.

The Orange Door works with other parts of the service system when working with perpetrators, including police, to ensure an integrated service response and up to date assessment.

The risk posed by perpetrators increases significantly when information is not shared, or new information is not included in risk assessments. The Orange Door uses information about perpetrators to help workers assess and manage the risk posed to people with lived experience of family violence, including children, and plan appropriate perpetrator interventions.

Does The Orange Door work with males with lived experience of family violence?

The RCFV recommended that adult males with lived experience of family violence continue to be supported by the Community Operations & Victims Support Agency (COVSA), which has the specific expertise of working with males with lived experience of family violence.

Violence can be used against men by partners, adolescent or adult children, siblings and other family members. Men and women have different experiences as people with lived experience of family violence. For this reason, it is appropriate to offer a different service that is tailored to meet the unique needs of the diverse adult males with lived experience of family violence.

Males with lived experience of family violence can access services from the Victims of Crime Helpline at: www.victimsofcrime.vic.gov.au or by phone on: 1800 819 817 Victims of Crime Helpline - for male victims of family violence (8am – 11pm, 7 days a week).

Where adult males with lived experience of family violence directly contact The Orange Door for support, or are identified through the work of The Orange Door, they are offered the choice to be connected to the VSA. If a male with lived experience of family violence chooses to be supported by The Orange Door, this support is offered with additional advice and expertise from the VSA where required.

How is feedback provided to The Orange Door?

The voices of the people who use The Orange Door are a valued and important part of their ongoing improvement.

We welcome feedback about experiences with The Orange Door and any ideas (big or small) to make The Orange Door better for everyone. Feedback can be shared by using the online form <https://orangedoor.vic.gov.au/contact/feedback>.

Complaints about The Orange Door can be addressed directly by providing feedback to a worker in the first instance, to help resolve the issue as quickly as possible. Alternatively, if the issue is unable to be resolved by the worker, contact The Orange Door and ask to speak to the Manager.

Complaints about an action or decision of The Orange Door may be made to the Victorian Ombudsman www.ombudsman.vic.gov.au.

The Ombudsman can look into the issue, explain what occurred, and whether it was reasonable or unreasonable. The Ombudsman can also make recommendations to government.

Complaints about the collection, use and disclosure of personal information may be made to the Office of the Victorian Information Commissioner (OVIC) www.ovic.vic.gov.au

Complaints about access, privacy and confidentiality of personal health information can be made to the Health Complaints Commissioner hcc.vic.gov.au