

Pandora's Box Resource Guide

**Hume Region Family Violence and
Disability Project.**



Department of
Human Services



WOMEN'S HEALTH
GOULBURN NORTH EAST

Acknowledgements.

In completing this objective of the 'Pandora's Box' project there are various people who must be acknowledged. First of all, the 'Pandora's Box' working team who initiated this project and worked in collaboration to make it happen. A big thankyou must go out to The Department of Human Services, Women's Health Goulburn North East, Ovens and King Community Health Services and Cooroonya Domestic Violence Services for their support of this project. Thank you to all the organisations who took the time to complete the questionnaire and have them returned in order to put the resource kit together. Resource Guide information compiled by Breanna Wilson.



Further information and copies of the Pandora's Box Resource Guide are available on the Department of Human Services Website at:

www.dhs.vic.gov.au



**WOMEN'S HEALTH
GOULBURN NORTH EAST**

Or on the Women's Health Goulburn North East Website at:

www.whealth.com.au

About Pandora's Box

The Pandora's Box team has been working on issues surrounding disability and family violence for a number of years now. The resource guide was developed in aid of continuing issues surrounding disability services requiring access to family violence services and family violence services requiring assistance from disability services within the Hume region. More recently, the Pandora's Box Project Hume Region working party has been working to remove the barriers faced by women with disabilities in seeking assistance from both the family violence and disability support systems.

Project Rationale

The purpose of the Pandora's Box Project has been to grapple with the complexity of the issue of family violence and disability and draw together service provision that truly reflects the diverse needs of the community.

The Family Court in its *Family Violence Strategy 2004-05* description states that "Family violence covers a broad range of controlling behaviours, commonly of a physical, sexual and/or psychological nature, which typically involve fear, harm, intimidation and emotional deprivation. It occurs within a variety of close interpersonal relationships, such as between spouses, partners, parents and children, siblings and in other relationships where significant others are not part of the physical household but are part of the family and/or are fulfilling the function of family" (P. 10).

Disability is defined by the United Nations Declaration on the Human Rights of Disabled Persons as "any person who is unable to ensure by himself or herself, wholly or partly, the necessities of a normal individual and/or social life, as a result of deficiency, either congenital or not, in his or her physical or mental capabilities".

People who experience disability are more vulnerable to violence, and violence can often be the cause of the disability. Due to many people with a disability facing marginalisation, they are exposed to greater risks of emotional, physical and sexual abuse. Perpetrators of the violence can often be carers. It has been found that when such abuse happens, the sufferer is likely to be ignored or misunderstood by both disability and violence-related support systems (Ireland, 2002).

The Victorian Law Reform Commission Review of Family Violence Laws Report (2005) reported that, 'Women with disabilities are the most vulnerable in society, facing compounding impacts of both their gender and their disability. This dual marginalisation exposes women to grave risks of emotional physical and sexual abuse (P. 40).

The Triple Disadvantage: Out of sight, Out of Mind, Violence Against Women with Disabilities project 2003 (Domestic Violence and Incest Resource Centre) concluded that 'clearly there is a lack of coordination between family violence at both a programmatic and community level. This results in women with disabilities who experience violence receiving inadequate service from all sectors...' (P. 43)

Traditionally, disability has been seen as a personal failing or tragedy and primarily a matter for the medical profession. This belief fails to place the experience in a social context (Howe, 2002) resulting in, at times, society holding the view that the disability itself is the cause of poverty, discrimination and violence, rather than societies social, cultural and economic response to disability (Strachan, 1997).

The Pandora's Box working party has worked hard to raise awareness of family violence and disability having a strong correlation and it is with great hope that this resource will be of help to service users.

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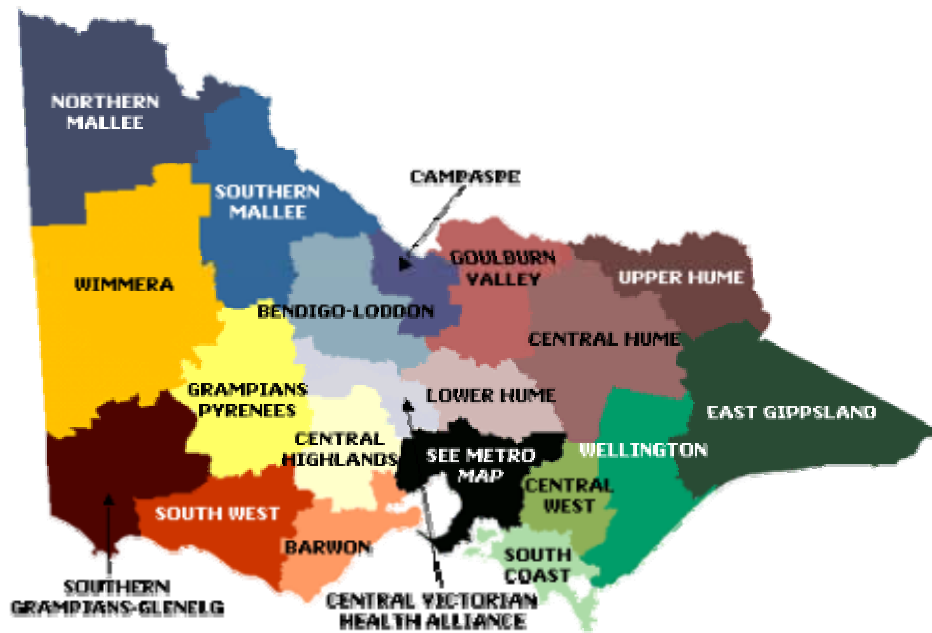
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Locate your PCP by rural region



Lower Hume PCP

Mitchell

Murrindindi

Upper Hume PCP

Indigo

Towong

Wodonga

Goulburn Valley PCP

Moira

Strathbogie

Greater Shepparton

Central Hume PCP

Alpine

Shire of Benalla

Wangaratta



Guideline to Making a Referral to a Domestic Violence Services-

Step one: Before picking up the phone.

- Discuss and explain the need for a referral with client.
- Clarify referral process (refer to resource directory).
- Gain clients consent to refer.
- Document consent to refer.

Step two: The referral phone call.

- Call required service- speak to intake worker.
- Discuss client circumstances and needs.
- Clarify acceptance of referral.

Step three: Completing the referral.

- Complete client details.
- Ensure key contact and/or case manager name is provided.
- Fax referral form through to service.
- Ensure referral form is sent and received by service before the client arrives.



Guideline for Making a Referral to a Disability Service.

Step one: Before picking up the phone.

- Discuss and explain the need for a referral with client.
- Clarify referral process.
- Gain clients consent to refer.
- Document consent to refer.

Step two: The referral phone call.

- Call required service- speak to domestic violence contact person.
- Discuss client circumstances and needs.
- Clarify acceptance of referral.

Step three: Completing the referral.

- Complete client details.
- Ensure key contact and/or case manager name is provided.
- Fax referral form through to service.
- Ensure referral form is sent and received by service before the client arrives.



Domestic Violence Services.

<u>Agency-</u>	<u>Service Description-</u>	<u>Referral Process</u>	<u>Contact Details-</u>
<p>Central Hume Support Services Based: Wodonga</p> <p>Geographical reach: Wodonga and Wangaratta for counselling service, Hume region for resources.</p>	<ul style="list-style-type: none"> • Therapeutic counselling to children • Resource to workers in the field. 	<ul style="list-style-type: none"> • Written referral 	<p>Contact: Kay Lavender Phone: 0260 437 404 Refer to page 46-47.</p>
<p>Cooroonya Domestic Violence Services Based: Wangaratta</p> <p>Geographical reach: Crisis accommodation and support (refuge)- State wide. After hours emergency accommodation- Wodonga, Wangaratta, Benalla, Yarrawonga, Cobram and Lower Hume PCP catchment areas. Counselling and group work- Wangaratta and district.</p>	<ul style="list-style-type: none"> • Crisis and accommodation for women and children experiencing domestic violence • Counselling, and group work • Information, options and support • Assessment and Referral • Children's intervention and group work • Transitional support for women living in, or who have left a domestic violence environment 	<ul style="list-style-type: none"> • Self referral • Referral from other agencies 	<p>Contact: Intake Worker Phone: 03 57 221 100 Free call 1800 721 100 Refer to page 48-49.</p>

<p>Domestic Violence specialist support-Benalla.</p>	<ul style="list-style-type: none"> • Service integration, pathways and coordination initiatives 		
<p>Goulburn Valley Centre Against Sexual Assault- CASA Based: Shepparton</p> <p>Geographical reach: The West of the Hume region. Outreach provided in Cobram 1 day per fortnight, outreach provided in Seymour 1 day per week.</p>	<ul style="list-style-type: none"> • Service for victim survivors of sexual assault. • Counselling • Community and professional education • Individual and community advocacy. 	<ul style="list-style-type: none"> • Self referral 	<p>Contact: Intake worker Phone: 03 58 312 343 Victorian Sexual Assault Crisis Line: 1800 112 343 or 1800 806 292 Refer to page 30-31.</p>
<p>Goulburn Valley Community Health Service Based: Shepparton</p> <p>Geographical reach: Shepparton and Mooroopna.</p>	<ul style="list-style-type: none"> • Family violence program. • Indigenous family violence worker • Family violence outreach worker • Other services provided by the agency include; Koori services • Community care • Counselling (drink, drive, drug and alcohol and financial) • Supported accommodation 	<ul style="list-style-type: none"> • Through other agencies • Self referral 	<p>Contact: Lesley McGee Phone: 0358 233 200 Refer to page 32-33.</p>

<p>Marion Community Based: Shepparton Geographical reach: Refuge accommodation- accepts women state wide and interstate. Outreach- Shepparton and Mooroopna; other by arrangement.</p>	<ul style="list-style-type: none"> • Outreach • Refuge • Women's Group • Court Support 	<ul style="list-style-type: none"> • Self referrals • Through other agencies 	<p>Contact: Liz Meloury Phone: 0358 219 458 Refer to page 34-35.</p>
<p>Mitchell Community Health Service Based: Broadford Geographical reach: Mitchell, Murrindindi and Southern Strathbogie Shires.</p>	<ul style="list-style-type: none"> • Outreach services to provide individual support to women and children who are victims/survivors of domestic violence. • Information and referral • Community awareness • Counselling • A domestic violence children's worker is also available to provide specialised counselling, support and advocacy for children. 	<ul style="list-style-type: none"> • Self referral • Through other agencies 	<p>Contact: Jackie Phone: 0357 845 555 Refer to page 22-23.</p>

<p>Relationships Australia Based: Shepparton Geographical reach: Shepparton based centre. No geographical limitations.</p>	<ul style="list-style-type: none"> • Women and families who have been affected by Family Violence. • Counselling • Relationship education • Family violence prevention program. 	<ul style="list-style-type: none"> • Self referral • Through other agencies 	<p>Contact: Dianne Watson or Judy Weavers Phone: 0358 211 846 Refer to page 36-37.</p>
<p>Upper Hume Community Health Services Based: Wodonga Geographical reach: Shires of Indigo, Towong, City of Wodonga, and Kiewa Valley of Alpine Shire.</p>	<ul style="list-style-type: none"> • Men's behaviour change group • Domestic violence outreach • Counselling and support • Other services provided by this agency; counselling and support (alcohol and other drugs), mental health, families, relationships and youth. 	<ul style="list-style-type: none"> • Self referral • Through other agencies 	<p>Contact: John Whitelaw or Dianne Boulton Phone: 0260 228 888 Refer to page 72-73.</p>
<p>Upper Murray Centre Against Sexual Assault- CASA Based: Wangaratta Geographical reach: Eastern Hume Region; Wodonga, Wangaratta, Benalla, Mansfield and Alpine area.</p>	<ul style="list-style-type: none"> • Direct service to victim survivors • Secondary consultation to workers. 	<ul style="list-style-type: none"> • Self referral 	<p>Contact: Intake worker Phone: 0357 222 203 Refer to page 50-51.</p>

<p>Women's Centre Albury Wodonga Based: Albury Geographical reach: Albury, Wodonga, Corowa, Rutherglen, Indigo Shire, Greater Hume and Yarrawonga.</p>	<ul style="list-style-type: none"> • Advocacy and referral • Women's domestic violence court assistance scheme (NSW only) • Counselling- generalist, specialising in family violence, childhood sexual assault, non-recent sexual abuse, mental health, relationships • Support groups, group work program, women and anger, self-esteem and assertiveness, mental health 	<ul style="list-style-type: none"> • Self referral 	<p>Contact: Jill Sumner Phone: 0260 213 059 Refer to page 74-75.</p>
<p>Women's Health Goulburn North East Based: Wangaratta Geographical reach: Hume Region.</p>	<ul style="list-style-type: none"> • Family Violence Regional Strategic Coordinator • Women's support and advocacy group • Equity project • Research and evaluation • Health promotion • Information and resource library. 	<ul style="list-style-type: none"> • No client contact 	<p>Contact: Emma Fahey Phone: 0357 223 009 Refer to page 52-53.</p>

(Document Completed June 2006, to be reviewed June 2007).



Disability Services

<u>Agency-</u>	<u>Service Description-</u>	<u>Referral Process</u>	<u>Contact Details-</u>
<p>Carers and Parents Support Group Inc</p> <p>Geographical reach: Broadford, Euroa, Violet Town, Numurkah, Yarrawonga, Benalla, Mansfield, Wangaratta and surrounding areas.</p>	<ul style="list-style-type: none"> • Target group: Carers and Families of adults with an intellectual disability. • Support • Advocacy • Information 	<ul style="list-style-type: none"> • Referral by Department of Human Services • Self referral • Through other agencies 	<p>Contact: Sue Watts. Phone: 0357 626 202 Refer to page: 55-56.</p>
<p>Central Access Ltd</p> <p>Geographical reach: Hume region.</p>	<ul style="list-style-type: none"> • Day programs- adults and children's • Respite • Shared Supported Accommodation • Supported Employment • Outreach 	<ul style="list-style-type: none"> • Department of Human Services Service Needs 	<p>Contact: Bev Joyce. Phone: 0357 613 510 Refer to page: 57-58.</p>

		Register	
<p>Community Accessibility Inc</p> <p>Geographical reach: Wodonga and Wangaratta, all of Hume region except for Central Hume.</p>	<ul style="list-style-type: none"> • Community Managed Transport (Transport to and from medical and therapy, transport to and from day activities) • Volunteer Friends Program (respite) • Holidays and Respite activities (sport and social outings) 	<ul style="list-style-type: none"> • Self referral • Referral through case managers, advocates, health professionals. 	<p>Contact: Robyn Adams or Ray Crisp</p> <p>Phone: 0260 561 590</p> <p>Refer to page: 79-80.</p>
<p>Department of Human Services</p> <p>Geographical reach: Hume Region.</p>	<ul style="list-style-type: none"> • Case management • Respite • Specialist service • Speech therapy • Referral to external services • Information and assistance to access services 	<ul style="list-style-type: none"> • Through other agencies • Written consent 	<p>Contact: Dean Williams</p> <p>Phone: 0357 220 971</p> <p>Refer to page: 59-60.</p>
<p>Disability Advocacy and Information Service Incorporated</p> <p>Geographical reach: Central Hume</p>	<ul style="list-style-type: none"> • Advocacy support to people with a disability, their carers or family members 	<ul style="list-style-type: none"> • Self referral • Through other 	<p>Contact: Intake worker</p> <p>Phone: 0260 562 420</p>

Region, North East Hume Region, South Western New South Wales.		agencies	Refer to page: 81-82.
<p>Goulburn Valley Family Care Inc</p> <p>Geographical reach: West Hume region; includes Shires Strathbogie, Murrindindi, Mitchell, Moira and Greater City of Shepparton.</p>	<ul style="list-style-type: none"> • Carer respite • Interchange programs • Family Support Services 	<ul style="list-style-type: none"> • By phone, fax or office visit 	<p>Contact: Marie Harding</p> <p>Phone: 0358 311 217</p> <p>Refer to page: 39-40.</p>
<p>Goulburn Valley Health</p> <p>Geographical reach: Hume Region.</p>	<ul style="list-style-type: none"> • Case Management • Individual Planning and Support • Acquired Brain Injury secondary consultation 	<ul style="list-style-type: none"> • Intake/Duty team take referrals 	<p>Contact: Gordon Ross</p> <p>Phone: 0358 236 555</p> <p>Refer to page: 41-42.</p>
<p>Mansfield Autistic Centre</p> <p>Geographical reach: Statewide.</p>	<ul style="list-style-type: none"> • Travelling Teacher Service (home visits and support) • School and Residence • Camps • Parenting Programs • Respite 	<ul style="list-style-type: none"> • Referrals from parents only 	<p>Contact: Jenny Cleeland</p> <p>Phone: 0357 752 876</p> <p>Refer to page: 61-62.</p>

<p>Merriwa Industries Ltd</p> <p>Geographical reach: CAASS- Hume Region, Employment- within 50kms of Wangaratta.</p>	<ul style="list-style-type: none"> • Employment- disabled people over 15 endorsed by Centrelink • Home first, support and choice, shared supported accommodation • Day services also rural day services • Employment and training 	<ul style="list-style-type: none"> • Via Centrelink • Through DHS 	<p>Contact: Peter Gibson</p> <p>Phone: 0357 227 600</p> <p>Refer to page: 63-66.</p>
<p>Mitchell Community Health Services Inc</p> <p>Geographical reach: Mitchell, Murrindindi and Southern Strathbogie Shires.</p>	<ul style="list-style-type: none"> • Disability Case Management- physical disability, sensory disability and acquired brain injury • Rural Access Program- Community Development role 	<ul style="list-style-type: none"> • Self referral • Through other agencies 	<p>Contact: Tanya</p> <p>Phone: 0357 845 555</p> <p>Refer to page: 25-26.</p>
<p>Mungabareena Aboriginal Corporation</p> <p>Geographical reach: Albury/Wodonga and surrounding areas.</p>	<ul style="list-style-type: none"> • HACC co-ordination • Family Support • Rural Access 	<ul style="list-style-type: none"> • Written and verbal 	<p>Contact: Kim Jenkins</p> <p>Phone: 0260 247 599</p> <p>Refer to page: 83-84.</p>
<p>Murrindindi Shire</p>	<ul style="list-style-type: none"> • Home Maintenance • Personal Care 	<ul style="list-style-type: none"> • Referral through 	<p>Contact: Corienne Nichols</p>

<p>Geographical reach: Murrindindi Shire</p>	<ul style="list-style-type: none"> • Social Support/outings • Respite Care to Carers • Assessment and Care Co-ordination 	<p>SCOT tool</p>	<p>Phone: 03 5772 0360 Refer to page: 27-28.</p>
<p>Ovens and King Community Health Services</p> <p>Geographical reach: Ovens and King Valleys, some services are regional.</p>	<ul style="list-style-type: none"> • Day programs • Counselling • Palliative care • Community health and development 	<ul style="list-style-type: none"> • Self referral • Through other agencies 	<p>Contact: Neroli Raff Phone: 0357 232 044 Refer to page: 67-68.</p>
<p>Regional Information and Advocacy Council Inc</p> <p>Geographical reach: Advocacy- West Hume. Equity and access- West Hume. Training- Whole of Hume.</p>	<ul style="list-style-type: none"> • Advocacy- including Koori • Access and Equity for CALD Clients • HACCC training calendar for whole of Hume • Disability services training for whole of Hume 	<ul style="list-style-type: none"> • Self referral • Through other agencies 	<p>Contact: Steve Doran Phone: 0358 221 944 Refer to page: 43-44.</p>
<p>Shire of Indigo</p> <p>Geographical reach: Residents of Indigo Shire only.</p>	<ul style="list-style-type: none"> • Community meals • General homecare • Personal care • Respite care • Property maintenance 	<ul style="list-style-type: none"> • Self referral • Written or verbal 	<p>Contact: Betty Potter Phone: 0357 288029 Refer to page: 85-86.</p>

	<ul style="list-style-type: none"> • Food services • Volunteer co-ordinator • Planned activity group. 		
<p>Uniting Care Goulburn North East</p> <p>Geographical reach: Hume Region.</p>	<ul style="list-style-type: none"> • Creative Housing Program • Respite Care 	<ul style="list-style-type: none"> • Self referrals • Through other agencies 	<p>Contact: Gary Foley Phone: 0357 218 502 Refer to page: 69-70.</p>

(Document completed June 2006, to be reviewed June 2007).



Domestic/Family Violence Services-
Lower Hume Region.

Mitchell

Murrindindi

Service Providers:

- Mitchell Community Health Service



1) Organisation name:

Mitchell Community Health Services.

2) Organisation hours:

Monday to Friday, 8.30am-5pm.

3) CEO:

Name: Anne Jungwirth

Address: 72 Ferguson St. P.O Box 84 Broadford VIC, 3658.

Phone: 0357 845 555

Email: annej@mitchellchs.org.au

4) Family Violence program contact person:

Name: Domestic Violence Outreach Worker- Jackie.

Address: As above.

Phone: 0357 845 555

Email: jackie@mitchellchs.org.au

5) Target group:

Women and children who are living in or escaping from domestic violence situations.

6) Programs and services provided by this agency:

Outreach services to provide individual support to women and children who are victims/survivors of domestic violence and to raise community awareness regarding domestic violence issues. Provided via information and referral, counselling, advocacy, court support, assistance with accommodation and community education.

A domestic violence children's worker is also available to provide specialised counselling, support and advocacy for children, parenting assistance and education for carers.

7) Geographical reach:

Mitchell and Murrindindi Shires.

8) After hours contact: No.

9) Key steps for referral processes:

Intake into organisation:

Referrals can be made via other agencies as well as self-referral. Verbal consent is required and written at initial meeting with domestic violence worker.

Referrals to the children's worker are made via the domestic violence worker and are generally children of women accessing the domestic violence service.



Disability Services-
Lower Hume Region.

Mitchell

Murrindindi

Service Providers:

- Mitchell Community Health Services Inc
- Murrindindi Shire



1) Organisation name:

Mitchell Community Health Services.

2) Organisation hours:

Monday to Friday, 8.30am-5pm.

3) CEO:

Name: Anne Jungwirth

Address: 72 Ferguson St. P.O Box 84 Broadford VIC, 3658.

Phone: 0357 845 555

Email: annej@mitchellchs.org.au

4) Disability program contact person:

Name: Disability Intake Worker- Tanya.

Address: As above.

Phone: 0357 845 555

5) Target group:

People with a disability.

6) Programs and services provided by this agency:

Disability Case Management- dealing with physical disability, sensory disability and acquired brain injury (ABI).

Rural Access program- Community Development Role.

7) Geographical reach:

Mitchell, Murrindindi and Southern Strathbogie Shires.

8) After hours contact: No.

9) Key steps for referral processes:

Intake into organisation:

Referrals can be made via other agencies as well as self-referral.



1) Organisation name:

Murrindindi Shire Council.

2) Organisation hours:

Monday-Friday, 9am to 5pm

3) CEO:

Name: Danny Hogan

Address: Council Chambers Perkins Street Alexandra

Phone: 03 5772 0300

Email: dhogan@murrindindi.vic.gov.au

4) Disability program contact person:

Name: Corienne Nichols is the Co-ordinator of Aged and Disability unit that provides HACC funded services.

Address: Council Officers Perkins Street Alexandra

Phone: 03 5772 0360

Email: cnichols@murrindindi.vic.gov.au

5) Target group:

Home And Community Care (HACC) eligible clients

6) Programs and services provided by this agency:

Meals On Wheels

Home Maintenance

Personal Care

Social Support/outings

Respite Care to Carers

Assessment and Care Co-ordination

7) Geographical reach:

Murrindindi Shire

8) After hours contact: No

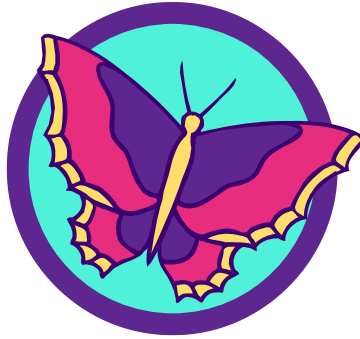
9) Key steps for referral processes:

Intake into organisation:

Referral process is through the SCTT (Service Co-ordination Tool Template) tool to Assessment officers who will determine eligibility for Home And Community Care (HACC) service

Exit out of organisation:

When care needs no longer fit HACC eligibility criteria



Domestic/Family Violence Services-
Goulburn Valley Region.

Moira

Strathbogie

Greater Shepparton

Service providers:

- Goulburn Valley Centre Against Sexual Assault (CASA)
- Goulburn Valley Community Health Service
- Marion Community
- Relationships Australia



1) Organisation name:

Goulburn Valley Centre Against Sexual Assault.

2) Organisation hours:

Monday to Friday, 9am-5pm.

3) Manager:

Name: Dr Judy McHugh.

Address: *Street Address:* 130 Nixon Street, Shepparton.

Postal Address: P.O Box 1453, Shepparton, 3632.

Phone: 0358 312 343

Email: gvcasa@bigpond.com

4) Family Violence program contact person:

Name: Intake worker

Address: As above.

Phone: 0358 312 343 or 1800 112 343

Email: As above.

5) Target group:

Victim survivors of sexual assault.

6) Programs and services provided by this agency:

Counselling

Community and Professional Education

Individual and Community Advocacy

7) Geographical reach:

The West of the Hume Region (Department of Human Services regions).

Outreach provided in Cobram 1 day per fortnight

Seymour 1 day per week

Outreach for counselling to schools is provided on a needs basis.

8) After hours contact: Yes- on the Victorian Sexual Assault Crisis Line
1800 112 343 or 1800 806 292.

9) Key steps for referral processes:

Intake into organisation:

CASA is a self-referral agency therefore the person requiring the service can ring for an appointment.

Agencies wishing to refer can give out CASA details to the person wanting the service.

Agencies can give background information on clients if they wish, but the client themselves need to make contact for an appointment time.

An appointment time or referral to another agency is given on the first contact with CASA by the client.

Exit out of organisation:

When counselling is complete or a referral to another more appropriate agency is made.



1) Organisation name:

Goulburn Valley Community Health Service.

2) Organisation hours:

Monday to Friday, 9.00am-5.00pm.

3) CEO:

Name: Sandra Walker.

Address: 399 Wyndham Street, Shepparton.

P.O Box 1167 Shepparton, 3632.

Phone: 0358 233 200

4) Family Violence program contact person:

Name: Lesley McGee- Indigenous Family Violence Support Worker.

Also a Domestic Violence Outreach Worker.

Address: 399 Wyndham Street, Shepparton.

P.O Box 1167, Shepparton, 3632.

Phone: 0358 233 200

Email: fv@gvchs.com.au

5) Target group:

Women and children who have family violence issues.

6) Programs and services provided by this agency:

Community Care	Financial Counselling
Counselling	Family Violence Program
Drink Drive	Gamblers Help
Drug and Alcohol	Koori Services
Needle and Syringe Program	Neighbourhood Renewal
Primary Health Service	Supported Accommodation
Volunteer Resource Centre	Youth Services (Drug and Alcohol)

7) Geographical reach:

Shepparton and Mooroopna.

8) After hours contact: No

9) Key steps for referral processes:

Intake into organisation:

Intake of 48 clients per year.

Exit out of organisation:

Worker has 12 weeks to work with a client and then the case is generally closed, but the same file may be opened in the following week.



1) Organisation name:

Marion Community.

2) Organisation hours:

Monday to Friday, 8.30am-5pm.

3) Manager:

Name: Liz Meloury

Address: P.O Box 9500, Shepparton, 3630.

Phone: 0358 219 458

Email: liz.meloury@svdp-vic.org.au

4) Family Violence program contact person:

Name: Liz Meloury

Address: As above

Phone: As above

Email: As above

5) Target group:

Women and children experiencing domestic violence.

6) Programs and services provided by this agency:

Outreach

Refuge

Women's Group

Court Support

7) Geographical reach:

Refuge accommodation- accepts women state wide and interstate.

Outreach- Shepparton/Mooroopna; other by arrangement, eg: Numurkah, Euroa, Rushworth, Stanthorpe, Tatura, Nagambie, Tallygaroopna.

8) After hours contact: Yes. After hours contact depending on circumstances of the client.

9) Key steps for referral processes:

Intake into organisation:

Self or agency referrals.

No waiting list for women in crisis.

Written or verbal consent prior to referral being made.

Once referral is made, contact is made within 24 hours for non-crisis support, or immediate contact made when and where necessary.

Exit out of organisation:

Women are supported to create community links.

Marion Community will continue to see clients for undefined time periods depending on client circumstance and need.

Exit plans cover all aspects of client needs.

10) Additional Relevant Information:

After hours contact only available through police or state wide crisis service.

Offer overnight emergency accommodation, material aid, financial assistance and transport.

Referral to refuge out of the area is also available.

Face to face contact morning after crisis accommodation or during after hours if necessary.



1) Organisation name:

Relationships Australia.

2) Organisation hours:

Monday, Wednesday and Thursday 9am-5pm.

Tuesday 12pm-8pm.

3) CEO:

Name: Judy Weavers- Centre Manager.

Address: 54 Wyndham Street, Shepparton.

Phone: 0358 211 846

Email: shep@rav.org.au

4) Family Violence program contact person:

Name: Dianne Watson/Judy Weavers.

Address: 54 Wyndham Street, Shepparton.

Phone: 0358 211 846

Email: shep@rav.org.au

5) Target group:

Women and families who have been affected by domestic violence. Counselling and group work, Men's Behaviour Change Program for men wanting to change their violent behaviour.

6) Programs and services provided by this agency:

Counselling

Relationship Education

Family Violence Prevention Program

Mediation for separated couples

Parenting and Property

Men's Behaviour Change Program

Drought Recovery- counselling and community development

7) Geographical reach:

Most programs are provided in Shepparton except for the community development work. If clients can come to the organisation, there are no geographical limitations. Use of the 1800 counselling line caters for those out of reach or unable to get to the Shepparton based centre.

8) After hours contact:

Yes for some appointments. No crisis service provided.

9) Key steps for referral processes:

Intake into organisation:

Clients can refer themselves by making an appointment or can be referred to the organisation.

Exit out of organisation:

No requirements.



Disability Services-
Goulburn Valley Region.

Moira

Strathbogie

Greater Shepparton

Service providers:

- Goulburn Valley Family Care
- Goulburn Valley Health
- Regional Information and Advocacy Council Inc



1) Organisation name:

Goulburn Valley Family Care Inc.

2) Organisation hours:

Monday to Friday, 9am – 5pm

3) CEO:

Name: Sue Medson

Address: PO Box 1069 Shepparton Vic 3632
19 Welsford St Shepparton

Phone: 03 5831 1217

Email: smedson@gvfc.org.au

Seymour Office: 64 High St Seymour 3660

Phone: 0357 991 711

4) Disability program contact person:

Name: Marie Harding (Family Worker)

Representative on the Family Violence Prevention Network

Not in relation to disability.

Address: as above

Email: mharding@gvfc.org.au

5) Target group:

Families with children under the age of 18.

Carers of adults or children with a disability

6) Programs and services provided by this agency:

Carer Respite and Information Service

Interchange – respite and activity programs

Family Support Services

Men's Program

Parent Child Program

Parenting programs

People in Partnership (Volunteer recruitment and training and support)

No Interest Loans Scheme (NILS)

Y-Place (Lead Tenant Program)

7) Geographical reach:

West Hume Region, includes Shires Strathbogie, Murrindindi, Mitchell and Moira and the Greater City of Shepparton

8) After hours contact: No

9) Key steps for referral processes:

Intake into organisation:

By phone, faxed referral or office visit

Assessment of need

Waiting lists (if needed) are prioritised

Maintenance of waiting lists by intake managers

Allocation to relevant program

Case management/casework (as required)

Exit out of organisation:

Evaluation Survey provided to all client closures.



1) Organisation name:

Goulburn Valley Health Community Interlink

2) Organisation hours:

Monday to Friday, 8.30 am to 5.00 pm.

3) Manager:

Name: Gordon Ross

Address: 102 Corio St, Shepparton 3630

Phone: 0358 236 555

Email: interlink@gvhealth.org.au

4) Disability program contact person:

Name: As above

Address: As above

Phone: As above

5) Target group:

Frail aged and /or disabled

6) Programs and services provided by this agency:

Community Aged Care packages

Case Management

Acquired Brain Injury (ABI) secondary consultation

Linkages

Flexible Support Packages

Early Childhood Intervention

Individual Planning & Support

7) Geographical reach:

Hume region

8) After hours contact: No

9) Key steps for referral processes:

Intake into organisation:

Intake/Duty team take referrals

Assessment for eligibility

Assessment for service needs/case planning

Review & Evaluation

Exit out of organisation:

Care Planning



1) Organisation name:

Regional Information and Advocacy Council Inc

2) Organisation hours:

Monday to Friday, 9am-12.30pm; 1.30pm-4pm.

3) CEO:

Name: Steve Doran

Address: P.O Box 1763, Shepparton, 3632

Phone: 0358 221 944

Email: ceo@riac.org.au

4) Disability program contact person:

Name: Steve Doran

Address: As above

Phone: As above

Email: As above

5) Target group:

Provide advocacy service to people living in the West Hume, Moira, Mitchell, Murrindindi and Strathbogie shires and the city of Greater Shepparton.

Also equity and access services to Culturally and Linguistically Diverse (CALD) people in the same catchment

6) Programs and services provided by this agency:

Advocacy- including Koori

Access and equity for CALD clientele

HACC training calendar for whole of Hume

Disability services and training for whole of Hume

7) Geographical reach:

Advocacy- West Hume and whole of Loddon Mallee

Equity and Access- West Hume

Training- Whole of Hume

8) After hours contact: No

9) Key steps for referral processes:

Intake into organisation:

Self-referral

Referral from service providers via Service Co-ordination Tool Template

(SCTT tool)

Exit out of organisation:

By referral with client consent

By client decision

Matter resolved

No further effective action can be taken



Domestic/Family Violence Services- Central Hume Region.

Alpine
Rural City of Benalla
Wangaratta

Service providers:

- Central Hume Support Services
- Cooroonya Domestic Violence Services
- Upper Murray Centre Against Sexual Assault (CASA)
- Women's Health Goulburn North East



1) Organisation name:

Central Hume Support Services.

2) Organisation hours:

Monday-Friday

3) CEO:

Name: Corienne Krich

Address: 1 Chisholm Street, Wangaratta.

Phone: 0357 218 222

Email: corienne@chss.net.au

4) Family Violence program contact person:

Name: Kay Lavender.

Address: 14 Mint Street, Wodonga, 3690

Phone: 0260 437 404

Email: childrensproject@chss.net.au

5) Target group:

Accompanying children 0-18

6) Programs and services provided by this agency:

Therapeutic counselling to children

Resources to workers

7) Geographical reach:

Wodonga and Wangaratta for counselling service

Hume region for resources.

8) After hours contact: No

9) Key steps for referral process:

Intake into organisation:

Written referral.

Exit out of organisation:

Joint decision by client and worker.



1) Organisation name:

Cooroonya Domestic Violence Services.

2) Organisation hours:

Monday to Friday 8.30am-5pm.

3) Manager:

Name: Marg Welsh

Address: P.O Box 396, Wangaratta, 3678.

Phone: 0357 221 100

Email: admin@cooroonya.com.au

4) Family Violence program contact person:

Name: Intake worker

Address: as above.

Phone: as above.

Email: as above.

5) Target group:

Women and children experiencing domestic violence.

Women and children living in, or who have left a domestic violence environment.

6) Programs and services provided by this agency:

Crisis accommodation

Emergency Accommodation

Children's Intervention and Group Work

Assessment and Referral

Information, Options and Support

Counselling

Group work

Transitional Support

Refuge

Service Integration, Pathways and
Coordination Initiatives.

7) Geographical reach:

State wide refuge.

After hours- Wodonga, Wangaratta and Benalla (soon to be expanded).

8) After hours contact: Only available to police in after hours catchments, and women's crisis service or 24 hour hotline- 1800 721 100.

9) Key steps for referral processes:

Intake into organisation:

Self-referral.

Agency referral followed by a safety and risk assessment process and needs identification.

For support counselling referrals the women herself or another agency can refer.

Exit out of organisation:

Individual goal setting that includes independent living, education and social connections, employment and support towards achieving these.



1) Organisation name:

Upper Murray Centre Against Sexual Assault. (CASA).

2) Organisation hours:

Monday-Friday 9am-5pm.

3) CEO:

Name: Kerry Burns.

Address: Green Street, Wangaratta, 3677

P.O Box 1138

Phone: 0357 222 203 or 1800 806 292

Email: kburns@umcasa.com.au

4) Family Violence program contact person:

Name: As above – duty worker available every day.

5) Target group:

Any man, woman or child who has experienced sexual assault or their non-offending family and friends.

6) Programs and services provided by this agency:

Direct service to victim survivors.

Secondary consultation to workers.

Professional training.

Community education.

7) Geographical reach:

Eastern Hume Region (eg: Wodonga, Wangaratta, Benalla, Mansfield and Alpine Area).

8) After hours contact: State wide telephone after hours telephone contact
1800 806 292.

9) Key steps for referral processes:

Intake into organisation:

Prefer self-referral by person wanting the service to call and request service required.

Exit out of organisation:

Planned with service user. Usually between 6-12 counselling sessions.



1) Organisation name:

Women's Health Goulburn North East.

2) Organisation hours:

Monday to Thursday, 9am-5pm.

3) Manager:

Name: Susie Reid.

Address: 87 Rowan Street, Wangaratta.

Phone: 0357 223 009

Email: s.reid@whealth.com.au

4) Family Violence program contact person:

Name: Emma Fahey.

Address: 87 Rowan Street, Wangaratta.

Phone: 0357 223 009

Email: e.fahey@whealth.com.au

5) Target group:

Health promotion for women and children.

6) Programs and services provided by this agency:

Family Violence Regional Strategic Coordinator

Women's Support and Advocacy Group

Equity Project

Research and Evaluation

Health Promotion

Information and Resource Library

7) Geographical reach:
Hume Region.

8) After hours contact: No.

9) Key steps for referral processes:
Intake into organisation:
No client contact.

Exit out of organisation:
No client contact.



Disability Services-
Central Hume Region.

Alpine
Rural City of Benalla
Wangaratta

Service providers:

- Carers and Parents Support Group Inc
- Central Access Ltd
- Community Support North East
- Department of Human Services
- Mansfield Autistic Centre
- Merriwa Industries Ltd
- Ovens and King Community Health Service Inc
- Uniting Care Goulburn North East



1) Organisation name:

Carers and Parents Support Group Inc.

2) Organisation hours:

Monday to Wednesday, 8.30am-4.30pm.

3) CEO:

Name: Sally Martin

Address: P.O Box 931, Benalla

4) Disability program contact person: (support group)

Name: Sue Watts

Address: P.O Box 931 / 24 Carrier Street Benalla, 3672.

Phone: 0357 626 202

Email: cpsgsue@iinet.net.au

5) Target group:

Carers and families of adults with an intellectual disability

6) Programs and services provided by this agency:

Support

Advocacy

Information

7) Geographical reach:

Undefined geographical reach. Broadford, Euroa, Violet town, Numurkah, Yarrawonga, Benalla, Mansfield, Wangaratta and surrounding areas.

8) After hours contact: No. Mobile answering service, message bank only.

9) Key steps for referral processes:

Intake into organisation:

Referral by Department of Human Services, other organisations, other members of group or self-referral. Paid subscription of \$5 per year. Information consent forms signed.

Exit out of organisation:

None.



1) Organisation name:

Central Access Ltd

2) Organisation hours:

24 hours.

3) CEO:

Name: Anthony Putt

Address: 61 Bridge St West (P.O Box 238), Benalla, 3672

Phone: 0357 627 880

Email: anthony.putt@centralaccess.com.au

4) Disability program contact person:

Name: Bev Joyce

Address: 61 Bridge St West (P.O Box 238), Benalla, 3672

Phone: 0357 613 510

Email: bev.joyce@centralaccess.com.au

5) Target group:

People aged over 5 years with a disability

6) Programs and services provided by this agency:

Day Programs

Respite

Shared Supported Accommodation

Supported Employment

Outreach

Long Term Accommodation

Crisis/Emergency Accommodation

Children's Day Programs

7) Geographical reach:

Hume Region

8) After hours contact: Yes

9) Key steps for referral processes:

Intake into organisation:

Through Department of Human Services Service Needs Register

Exit out of organisation:

Department of Human Services policy and procedure



1) Organisation name:

Department of Human Services- Hume Region.

Personal Lifestyle Planning and development, Disability In take and Response.

2) Organisation hours:

Monday to Friday, 9am-5pm.

3) CEO:

Name: Dr Tom Keating

Address: P.O Box 460 Wangaratta

Phone: 0260 557 719

Name: Liz Hillenaar (Manager Personal lifestyle and development).

Address: P.O Box 460 Wangaratta.

Phone: 0357 220 542

Email: liz.hillenaar@DHS.vic.gov.au

4) Disability program contact person:

Name: Dean Williams.

Address: P.O Box 460, Wangaratta, 3677

Email: dean.williams@DHS.vic.gov.au

5) Target group:

Individuals who have a disability.

Eligible under Intellectually Disabled Persons Services Act 1986 Victoria (IDPSA)

Eligible under Disability Services Act (DSA)

6) Programs and services provided by this agency:

Under the Intellectually Disabled Persons Services Act-

Case management	Respite
Specialist Services	Human Relations
Dual Diagnosis	Psychologist
Speech Therapy	

Under the Disability Services Act-

Referral to external services
SNR listing for accommodation
Information and assistance to access services

7) Geographical reach:

Department of Human Services Hume region.

8) After hours contact: No.

9) Key steps for referral processes:

Intake into organisation:

Written consent; assessment under IDPSA and eligibility for internal case management.

Exit out of organisation:

Based on client plan- goals met. Can re-contact for further follow up.



1) Organisation name:

Mansfield Autistic Centre

2) Organisation hours:

Monday to Friday, 9am-5pm.

Office Hours/School Terms.

3) CEO:

Name: Jenny Cleeland

Address: 81 Highett St Mansfield

Phone: 0357 752 876

Email: jenny@autismmansfield.org.au

4) Disability program contact person:

Name: Jenny Cleeland

Address: as above

Phone: as above

Email: as above

5) Target group:

Families with a child with autism.

6) Programs and services provided by this agency:

Mansfield Autistic Centre provides a range of services to families with a child with autism.

Including: Travelling teacher service (home visits and support)

School and Residence

Camps

Parenting Programs

Respite

7) Geographical reach:

State wide

8) After hours contact: No

9) Key steps for referral processes:

Intake into organisation:

Referrals from parents only. Mansfield Autistic Centre requires a letter requesting the Travelling Teacher Service including a copy of the child's diagnosis/assessment. The waiting list is significant and could be up to two years. The letter of application is acknowledged and the family is then put onto the waiting list.

Exit out of organisation:

Generally families can receive services from Mansfield Autistic Centre until the child is 16-18 years of age. Families need to change over time and Mansfield Autistic Centre can move them from "active" to "consultancy" according to their circumstances.



1) Organisation name:

Merriwa Industries Ltd.

2) Organisation hours:

Manufacturing 7.30am-4pm, Monday to Friday.

Administration 8am-5pm, Monday to Friday.

Community Access and Accommodation Support Services (CAASS) 24 hour support services.

3) CEO:

Name: Rick Lawford.

Address: 144 Greta Road, Wangaratta, VIC

Phone: 0357 227 600

Email: rick.lawford@merriwaind.com.au

4) Disability program contact person:

Name: Peter Gibson- Manager Disability Services and Training.

Address: 144 Greta Road, Wangaratta, Vic.

Phone: 0357 227 600

Email: peter.gibson@merriwaind.com.au

5) Target group:

Employment; people over 15 years, endorsed by Centrelink.

CAASS open age, people with a disability requiring accommodation, respite and day services.

6) Programs and services provided by this agency:

Home First

Support and Choice

Shared Supported Accommodation

Day Services

Rural Day Services

Employment and Training

7) Geographical reach:

Employment; within 50kms of Wangaratta.

Community Access and Accommodation Support Services Hume Region.

8) After hours contact: No, staff have access to 24 hour on call.

9) Key steps for referral processes:

Intake into organisation:

Service entry- employment:

Potential employees must-

- Be registered with Centrelink and endorsed by Centrelink to apply to Merriwa for employment.
- Be willing to participate in an interview with the Manager Disability and Training or an appropriately experienced panel
- Agree to work trial on a mutually agreed trial wage as Merriwa's Wage Assessment tool
- Demonstrate a keenness to work within the organisation and agree to comply with company policy
- Be aged over 15 years
- Have the ability to get to and from work without assistance from the company.

Service Entry: CAASS

All CAASS Clients registered with Disability Client Services- Long Term Accommodation/ Home First/ Respite and Day services. All vacancies in Disability Services funded accommodation and Day services are managed by the Department of Human Services (DHS), through a system known as Vacancy Coordination. The aim of Vacancy Coordination is to enable people with disabilities to access the most appropriate service from all of the Accommodation and Day services available in the region. The system ensures that every long-term accommodation vacancy/ home first package/ Day service or other forms of support are offered to a person with a disability who is in most urgent need in the region, that person must also match the placement. To be considered for any vacancies or support packages, applicants for CAAS services are placed on the Service Needs Register (SNR) that is managed by the Department of Human Services in each region. The SNR is a system which records the requirements of people with disabilities for long-term accommodation placements/ Home First packages/ day Services and other forms of support. To register, the person must complete a relevant Application form. It is preferred that this form is completed in conjunction with a service provider, case manager or the disability client services intake worker at the regional DHS office.

Long-term accommodation and Home First.

CAASS presents DHS with a profile of the particular vacancy. Eligible clients are then matched to the profile. Considering age, gender and other compatibility issues. DHS are advised of the selection of the most appropriate client. DHS then make an offer to that client and or their family.

A transition plan is then developed for the client deemed suitable for the placement.

Respite.

All Clients wishing to use CAASS respite services must be registered with DHS via Disability Client Services or Child Protection Unit.

Detailed profiles are to be submitted to the CAASS Manager prior to any respite service being provided.

Day Services

If a vacancy arises, CAASS presents DHS with a profile of that particular vacancy. DHS then make an offer to that client and or their family. DHS identify a client in need and negotiate with the CAASS manager the EFT and unit Cost.

A support plan is then developed for the client deemed suitable for the placement.

Exit out of organisation:

Service Exit: Employment. The Organisation will withdraw its services when an employee: -

- Voluntary resigns from the Organisation.
- Obtains employment in a more appropriate setting to meet their needs.
- Is referred to a more appropriate service to meet the individuals needs and is accepted into that service.
- Is terminated or dismissed via the appropriate process of termination as outlined in condition of employment and the appropriate industrial agreement. The Organisation will assist any employee where necessary to make appropriate referrals to other agencies and services via the Manager Disability Services. All employee information shall be retained in secure archives for a period of 7 years. After 7 years files are destroyed/shredded.
- Each employee exiting services is offered an exit interview. This information assists with ongoing analysis of trends and opportunities for continuous improvement.
- Throughout this process employees and /or their guardians/ advocates shall be informed and consulted

Service Exit: CAASS

The Organisation will withdraw its services when a client: -

- Voluntary leaves the service, after consultation with DHS and the clients Advocate/ Guardian.
- Is referred to a more appropriate service to meet the individuals needs and is accepted into that service.
- Is requested to leave the service via the appropriate process of termination of support, where a client may be placing other clients at serious risk of Injury or where there is a risk of serious injury to staff and all options to support the person in the current setting have been explored.

Client Death

The Organisation will assist any client where necessary to make appropriate referrals to other agencies and services via the CAASS Manager. All employee information shall be retained in secure archives for a period of 7 years. After 7 years files are destroyed/ shredded.

Throughout this process clients and /or their guardians/ advocates shall be informed and consulted.



1) Organisation name:

Ovens and King Community Health Service Inc.

2) Organisation hours:

Monday to Friday, 9am-5pm.

3) Manager:

Name: Anne Wearne

Address: 86-90 Rowan Street, Wangaratta.

Phone: 0357 222 355

Email: wearnea@ovensandking.org.au

4) Disability program contact person:

Name: Neroli Raff.

Address: 86-90 Rowan Street, Wangaratta.

Phone: 0357 232 044

Email: raffn@ovensandking.com.au

5) Target group:

People with intellectual disabilities aged 45-75 years.

People aged between 18-25 years with a disability.

People who have an Acquired Brain Injury.

6) Programs and services provided by this agency:

Day programs

Counselling

Community Health

Victims of Crime Assistance

Community Development

Allied Health

Palliative Care

Drug and Alcohol Counselling

Family Planning Clinic

Adult Day Activity Support Services

Brokerage Service

Health Promotion- holistic wellness

7) Geographical reach:

Ovens and King Valleys.

Some services are regional.

8) After hours contact: No.

9) Key steps for referral processes:

Intake into organisation:

Via vacancy management.

Direct referral by self or service provider.

Exit out of organisation:

SCTT (Service Co-ordination Tool Template) tool, verbal and written.



1) Organisation name:

Uniting Care Goulburn North East

2) Organisation hours:

Monday to Friday, 9am-4pm.

3) CEO:

Name: Cathy Rogers

Address: 12 Rowan Street, Wangaratta

Phone: 0357 238 000

Email: cathyrogers@unitingcaregne.org.au

4) Disability program contact person:

Name: Gary Foley

Address: 12 Rowan Street, Wangaratta

Phone: 0357 23 8010

Email: gfoley@unitingcaregne.org.au

5) Target group:

Older people, people with disabilities and others in need

Carers

6) Programs and services provided by this agency:

Creative Housing Program

Source Independent Housing Options

Independent Living Support

Independent Living Skills Training

Assessment

Community Development

Planning

Accommodation-outreach

7) Geographical reach:

Agency covers whole of Hume Region but some activities are localised to sub regions within the Hume Region

8) After hours contact: No

9) Key steps for referral processes (*eg: waiting list management, written/verbal consent requirements*):

Intake into organisation:

SCOT tool for referrals from other organisations

Self-referral

Telephone referral

Exit out of organisation:

No requirements

10) Additional Information:

Respite Program-

Maureen Flynn

12 Rowan Street, Wangaratta

0357 238 091

mflynn@unitingcaregne.org.au

Activities:

Overnight respite; Neil Stewart House- Wangaratta

Cornishvale- Mooroopna

McFarland Road- Wodonga

Flexible Day and evening respite

Host respite

In home respite

Men's Day group

Case Management and Brokerage-

Helen Boehm

0357 238 000

hboehm@unitingcaregne.org.au

Activities:

Contract Case Management

Assessment and Planning

Service Development

Community Development

Service Brokerage

Pastoral Care:

Maureen Beattie

0357 238 090

mbeattie@unitingcaregne.org.au

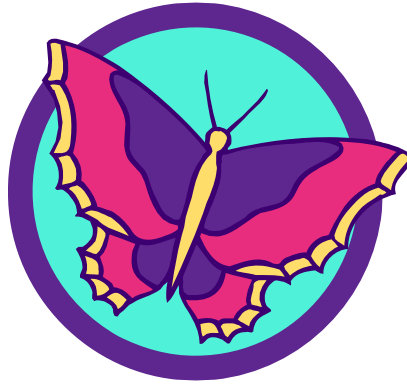
Activities:

Carers Support Group

Friendly Visiting

Pastoral Care

Volunteer Training



Domestic/Family Violence Services-
Upper Hume Region.

Indigo

Towong

Wodonga

Service providers:

- Upper Hume Community Health Services
- Women's Centre Albury Wodonga



1) Organisation name:

Upper Hume Community Health Service.

2) Organisation hours:

Monday to Friday 9am-5pm.

Except Wednesday- Open until 9pm for Men's Support, Behaviour Change and Counselling support.

3) CEO:

Name: Nicki Melville.

Address: 12 Stanley Street, Wodonga, VIC 3690.

Phone: 0260 228 888

Email: nmelville@uhchs.vic.gov.au

4) Family Violence program contact person:

Name: John Whitelaw (Team manager and dealing with men).

Dianne Boulton (Domestic violence outreach worker and women's support and counselling).

Address: As above.

Phone: As above.

Email: jwhitelaw@uhchs.vic.gov.au

dboulton@uhchs.gov.au

5) Target group:

Adult and adolescent male perpetrators- behaviour change.

Women and families- domestic violence outreach, counselling and support.

6) Programs and services provided by this agency:

Six program teams with a myriad (total 60) programs within them:

Counselling and Support	Alcohol and other drugs
Mental Health	Families, Relationships and Youth
Cancer Care Co-ordination	Community Health and Health Promotion

7) Geographical reach:

Shires of Indigo, Towong, City of Wodonga, Kiewa Valley of Alpine Shire.

8) After hours contact: No, except for emergency disaster management (CEO).

9) Key steps for referral processes:

Intake into organisation:

Generally through Client Services Manager (intake worker)

Assessment and intake using SCTT tool (Service Co-ordination Tool Template)

Self referral

Referral through service provider

Into domestic violence through fax back or other liaison with police

For behaviour change program, voluntary referral or through probation and parole, juvenile justice or courts

Exit out of organisation:

Closure of client file or referral to other agency.



1) Organisation name:

Women's Centre Albury- Wodonga Inc.

2) Organisation hours:

Tuesday, Wednesday and Thursday 9am-4pm.

Appointments can be made outside these hours in some circumstances.

3) Manager:

Name: Lin Davidson.

Address: 643 Olive Street, Albury, 2640.

P.O Box 1076

Phone: 0260 411 977

Email: Administration and client email is: womenscentre@hotmail.net.au

4) Family Violence program contact person:

Name: Jill Sumner- Counsellor and Court Assistance NSW. (Depending on service required, other staff members are Karen Wise and Lin Davidson).

Address: As above

Phone: 0260 213 059

Email: jillwomenscentre@hotmail.net.au

5) Target group:

Women- no other criteria.

6) Programs and services provided by this agency:

Advocacy	Referral
Support groups	Women and Anger
Self-esteem and assertiveness	Mental Health
Colour Therapy	Chakrast Wellbeing
Tai Chi	Walking Group
Women's Health Clinic	Menopause Clinic

Group work Programs- including domestic violence specific and childhood sexual assault specific.

Counselling- generalist and specialising in domestic violence, childhood sexual assault, non-recent sexual abuse, mental health and relationships.

Women's Domestic Violence Court Assistance Scheme (NSW only)

7) Geographical reach:

Albury, Wodonga, Corowa, Rutherglen, Indigo Shire, Greater Hume, Yarrawonga.

8) After hours contact: No.

9) Key steps for referral processes:

Intake into organisation:

Prefer self referral (in person or over phone).

Waiting list for counselling varies between 2-6 weeks.

Waiting list for groups.

Exit out of organisation:

No set time limits- needs basis.



Disability Services- Upper Hume Region.

Indigo

Towong

Wodonga

Service providers:

- Albury-Wodonga Volunteer Resource Bureau Inc
- Community Accessibility
- Disability Advocacy and Information Service Inc
- Mungabareena Aboriginal Corporation
- Shire of Indigo



1) Organisation name:

Community Accessibility Inc

2) Organisation hours:

Monday to Friday, 8.30- 5.00pm

3) CEO:

Name: Robyn Adams (Community Managed Transport, CMT)
Ray Crisp (Volunteer Friends Program, VFP)

Address: 176 Lawrence St (PO BOX 1596)
Wodonga 3690

Phone: 0260 561 590

Email: robynadams@tpg.com.au volfrens@dragnet.com.au

4) Disability program contact person:

Name: We have 2 programs – Community Managed Transport and Volunteer
Friends Program (respite)

Phone: As above

5) Target group:

Home and Community Care (HACC) and Day Activity clients with an intellectual
disability for CMT

Clients with a disability for VFP

6) Programs and services provided by this agency:

Transport to and from medical and therapy, as well as to and from Day Activity (CMT)

Holidays and Respite activities (sport and social outings) for VFP

7) Geographical reach:

Community Managed Transport: All of Hume region except for Central Hume

Volunteer Friends Program: Wodonga and Wangaratta

8) After hours contact: No

9) Key steps for referral processes (*eg: waiting list management, written/verbal consent requirements*):

Intake into organisation:

Clients can either self refer, or be referred by Case Managers, Advocates, other agencies, medical clinics/health professionals. There is an assessment against established eligibility criteria and then service is allocated according to availability of resources/places. There can be a waiting list for some services.

Exit out of organisation:

Exit is usually at client request or change of client's accommodation.

10) Additional Relevant Information:

We have little or no contact with family violence issues. Because of the service we provide we are unlikely to be told of those issues unless it directly relates to our service provision. In the past we have transferred a couple of clients to Sexual Assault counselling services.



1) Organisation name:

Disability Advocacy and Information Service Inc.

2) Organisation hours:

Monday to Friday, 9am-4pm (Closed 12.30-1.30 daily).

3) CEO:

Name: Justine Summers

Address: 20 Stanley Street, Wodonga.

Phone: 0260 562 420

Email: justine@disability-advocacy.com.au

4) Disability program contact person:

Name: Intake worker.

Address: 20 Stanley Street, Wodonga.

Phone: 0260 562 420

Email: admin@disability-advocacy.com.au

5) Target group:

All people with a disability and their carers.

6) Programs and services provided by this agency:

Advocacy support to people with a disability, their carers or family members.

7) Geographical reach:

North East Hume Region.

South Western New South Wales.

8) After hours contact: No.

9) Key steps for referral processes (*eg: waiting list management, written/verbal consent requirements*):

Intake into organisation:

Initial enquiry/referral to be directed to intake worker on duty on any given day.

Referral will be considered for allocation at weekly intake meeting unless deemed more urgent at time of intake.

Client must have some contact with advocate to give consent to having an advocate and action plan agreed to.

Gender sensitive referrals may be directed to female advocate if required.

Exit out of organisation:

Once advocacy issue has been finalised or at point of client voluntarily exiting program.



1) Organisation name:

Mungabareena Aboriginal Corporation

2) Organisation hours:

Monday to Thursday, 9am until 5pm.

We are open Friday but not to the public. Open for staff meeting and training.

3) CEO:

Name: Shirley Baerken

Address: 21 Hovell Street, Wodonga, 3690 (PO Box 1535, Wodonga)

Phone: (02) 6024 7599

Email: mungab@albury.net.au

4) Disability program contact person:

Name: Kim Jenkins

Address: 21 Hovell Street, Wodonga 3690 (PO Box 1535, Wodonga)

Phone: (02) 6024 7599

Email: ruralaccess@mungabareena.com

5) Target group:

People of Aboriginal and Torres Strait Islander descent

6) Programs and services provided by this agency:

Home and Community Care (HACC) Coordination, Rural Access, Spiritual & Emotional Wellbeing, Health Promotions Coordination, Family Support, Preschool, Playgroup, Youth Services, Sport & Recreation, Housing (limited), Cultural Activities, Ngan Girra Festival, NAIDOC Celebrations, MAC Construction & Maintenance, garden maintenance.

7) Geographical reach:

Albury/Wodonga and surrounding areas.

8) After hours contact: No

9) Key steps for referral processes (*eg: waiting list management, written/verbal consent requirements*):

Intake into organisation:

We are an information and referral service, responding to needs as they arise. We provide both written and verbal referrals to other appropriate services.



1) Organisation name:

Indigo Shire Council.

2) Organisation hours:

Monday to Friday, 8.30am-5pm.

3) CEO:

Name: Mr John Costello.

Address: P.O Box 28, Beechworth, 3747.

Phone: 0357 288 000

Email: jcostello@indigoshire.vic.gov.au

4) Disability program contact person:

Name: Ms Betty Potter.

Address: P.O Box 28, Beechworth, 3747.

Phone: 0357 288 029

Email: bpotter@indigoshire.vic.gov.au

5) Indigo Disability Advisory Committee

Name: Mrs Loretta Caunt

Address: P.O .Box 28 Beechworth 3747

Phone: 03 5728 8027

Mobile 0427 688 248

Email: ruralaccess@indigoshire.vic.gov.au

6) Target group:

Home and Community Care Program target group- frail aged, people with a disability and carers of either groups.

7) Programs and services provided by this agency:

Community Meals	General Homecare
Personal Care	Respite Care
Property Maintenance	Food Services
Volunteer Co-ordinator	Planned Activity Group- Kiewa/Tangambalanga area only.

8) Geographical reach:

Services available to Residents of Indigo Shire only.

8) After hours contact: No.

10) Key steps for referral processes (*eg: waiting list management, written/verbal consent requirements*):

Intake into organisation:

Referral via SCTT (Service Co-ordination Tool Template) tool to Assessment Officers who will determine eligibility for HACC services.

Written or verbal consent required.

Waiting list on services from time to time.

Exit out of organisation:

Clients reviewed periodically to determine need and service priority.

Clients exited upon cancellation of service.

References:

Howe, Keran (2002), Human Rights of Women With Disabilities, paper presented to the 16 days of Activism Against Violence Against Women Forum, December, Melbourne.

Ireland, M. (2002), Violence and Women with Disabilities, paper presented to the Western Region Week Forum, October 2002.

Jennings, C. (2003) Triple Disadvantage: Out of Sight, Out of Mind. Auspiced by the Domestic Violence and Incest Resource Centre. Funded by the Department of Human Services.

Strachan. Fiona (1997), *More Than Just a Ramp: A guide for Women's Refuges to Develop Disability Discrimination Act Action Plans*, prepared for Women With Disabilities Australia, Sage Consulting.

Victorian Law Reform Commission, (2005). Review of Family Violence Laws Report. P. 40.