



# The Orange Door and Djirra

## Referral pathways

July 2020

### About The Orange Door

The Orange Door is a new way for women, children and young people experiencing family violence, perpetrators of family violence, and families who need support with the care, wellbeing and development of children and young people to access services and supports. The Orange Door seeks to be culturally safe and respectful of Aboriginal people, meet the diverse needs of the Victorian community and be accessible for people of all ages.

The Orange Door brings together the access points for family violence services, family services and perpetrator/men's services. It brings together existing referral points for victims and perpetrators of family violence (including police L17 referral points), and children and families in need of support (Child FIRST).

The Orange Door is delivered by a partnership in each of the DHHS areas between government and Community Service Organisations (CSO) and Aboriginal services. Family Safety Victoria provide strategic and operational oversight of The Orange Door which is staffed by workers employed by CSOs, Aboriginal services FSV and DHHS, with each worker continuing to be employed and managed by their employing organisation.

To date, The Orange Door has been established in five DHHS areas: Bayside Peninsula, Inner Gippsland, Mallee, Barwon and North Eastern Melbourne. The Orange Door will roll out to all 17 DHHS areas by 2022.

The Orange Door, when fully established, provides:

- a more visible contact point so that people know where to go for support
- an approach across the spectrum of prevention, early intervention and response
- help for people to identify family violence and child and family safety and wellbeing issues
- advice based on the latest risk assessment tools and best available information
- specialist support and tailored advice for victims, families and children, and perpetrators
- a strong focus on perpetrator accountability
- a system-wide view of service capacity, client experience and outcomes.

### About Djirra

Djirra is an Aboriginal Community Controlled Organisation (ACCO) which supports Aboriginal women and children to be strong in identity, thriving in culture and living free from violence and disadvantage. It delivers culturally safe frontline services, prevention programs and advocacy for change. Djirra offers services where Aboriginal culture is shared and celebrated, and practical support is provided.

Djirra is committed to ending family violence against Aboriginal women and children.

Djirra offers state-wide reach to Aboriginal women and children via the following services and supports:

- Legal advice and representation for women and children experiencing family violence (in the areas of intervention orders, child protection, family law and victims of crime)
- Wrap around, holistic support and flexible support packages for women experiencing family violence, including intensive support, trauma-informed counselling and other non-legal services
- Community education, early intervention and prevention, and personal development and empowerment programs including:
  - Koori Women's Place offers cultural programs, practical workshops, counselling, legal health checks and other activities for Aboriginal women

- Sisters Day Out – a wellbeing and information workshop for Aboriginal women to support their engagement with support services
  - Dilly Bag – a four-day residential program to promote healing to Aboriginal women
  - Young Luv – workshops promoting healthy relationships to young Aboriginal women 13-18 years.
- Further information about Djirra services is available [here](#).

## Referring to Djirra

**The Orange Door provides Aboriginal clients with service choice to support self-determination.**

All practitioners at The Orange Door (including the Aboriginal Practice Lead and Aboriginal practitioners) may provide Aboriginal women and children with a warm referral to Djirra.

The Aboriginal Practice Lead at The Orange Door will have specialist knowledge of all local Aboriginal service options that meet the needs of Aboriginal women and children. The Orange Door practitioners should consult with the Aboriginal Practice Lead when working with Aboriginal clients.

Aboriginal clients should be supported to choose their service pathway from all available options, including Djirra, statewide and local Aboriginal services and non-Aboriginal services.

## Referring to The Orange Door

Djirra may refer clients and their families to The Orange Door, including Aboriginal and non-Aboriginal family members.

The Orange Door operates Monday to Friday 9am – 5pm (excluding public holidays) and can be contacted on:

Location	Email	Telephone Number
Bayside Peninsula	<a href="mailto:bpa@orangedoor.vic.gov.au">bpa@orangedoor.vic.gov.au</a>	1800 319 353
North East Melbourne	<a href="mailto:nema@orangedoor.vic.gov.au">nema@orangedoor.vic.gov.au</a>	1800 319 355
Mallee	<a href="mailto:mallee@orangedoor.vic.gov.au">mallee@orangedoor.vic.gov.au</a>	1800 290 943
Barwon	<a href="mailto:barwon@orangedoor.vic.gov.au">barwon@orangedoor.vic.gov.au</a>	1800 312 820
Inner Gippsland	<a href="mailto:iga@orangedoor.vic.gov.au">iga@orangedoor.vic.gov.au</a>	1800 319 354

Or search online at [Find a service near you](#).

**Afterhours services can be contacted on:**

After hours service	For	Contact information
<b>safesteps</b>	Victim survivors of family violence requiring afterhours crisis, emergency or refuge accommodation	1800 015 188 Toll free (not free from mobile)
<b>After Hours Child Protection Emergency Service</b>	Children who are identified as being at significant risk of harm	13 12 78 (5pm to 9am Monday to Friday, 24 hours on weekends and public holidays)
<b>Victims Support Agency</b>	Adult males experiencing family violence and all people affected by crime requiring practical assistance, counselling and support through the justice system. Includes the <i>Victims of Crime Helpline</i>	Phone 1800 819 817, Text 0427 767 891 (8am to 11pm, 7 days) <a href="mailto:vsa@justice.vic.gov.au">vsa@justice.vic.gov.au</a>
<b>Sexual Assault Crisis Line</b>	People who have experienced both past and recent sexual assault requiring confidential, telephone crisis counselling	1800 806 292 (5pm-9am mon-fri, 24hrs on weekends and public holidays)
<b>Men's Referral Service</b>	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	1300 766 491 (8am to 9pm Monday to Friday and 9am to 5pm Saturday and Sunday)

## Enablers

Djirra's work at the local area level includes establishing and maintaining a relationship with Hub Managers and Aboriginal Practice Leads at The Orange Door, and with local Aboriginal Advisory Groups operating in The Orange Door areas. These area-based relationships support client pathways between services.

Longer-term local arrangements will be determined through the ongoing work of the Dhelek Dja Partnership Forum, which is building family violence service options for Aboriginal people at the area level, including the design and rollout of dedicated Aboriginal Access Points.

## Djirra contact information

Djirra delivers telephone and face to face services Monday to Friday, 9am to 5pm, and 9am to 4pm in-person at Abbotsford. Free call number 1800 105 303.

Djirra's office locations and contact details are provided below and [here](#).

## Djirra's programs and services

Djirra's programs are delivered across metropolitan and regional locations. The delivery of these services will vary from time to time based on opportunities for responding to the needs of Aboriginal women and children.

### Services include:

- legal advice and representation
- limited support services (information and referral)
- intensive support services and flexible support packages
- community engagement.

Djirra local offices	Contact information
<b>Abbotsford</b> (Head office for clients in metropolitan Melbourne) 292 Hoddle Street Abbotsford 3067	(03) 9244 3333 Free call 1800 105 303 <a href="mailto:info@djirra.org.au">info@djirra.org.au</a> Legal Services team: <a href="mailto:info.afvls@djirra.org.au">info.afvls@djirra.org.au</a>
<b>Ballarat</b> 26 Lydiard Street* Ballarat Vic 3350 *(NB: relocating to new premises March/April 2020. Contact Djirra for details)	(03) 5304 2400 Free call 1800 105 303
<b>Warrnambool</b> (for clients in Geelong, Warrnambool, Framlingham, Heywood, Hamilton and Portland) 177 Koroit Street Warrnambool 3280	(03) 5562 5755 Free call 1800 105 303
<b>Bendigo</b> 52 Queen Street Bendigo 3552	(03) 4435 0500 Free call 1800 105 303
<b>Echuca</b> 2/285 High Street Echuca Vic 3564	(03) 4411 7200 Free call 1800 105 303
<b>Bairnsdale</b> (primarily via outreach) Po Box 1281 Bairnsdale 3875	(03) 5153 2322 Free call 1800 105 303
<b>Morwell</b> (for clients in Latrobe Valley) 246 Commercial Rd Morwell 3840	(03) 5100 1700 Free call 1800 105 303
<b>Mildura</b> 151 Langtree Ave Mildura 3502	(03) 5021 3200 Free call 1800 105 303