

Family violence

How to get support during coronavirus (COVID-19)

Easy Read version

How to use this document



The Victorian Department of Health and Human Services (DHHS) wrote this document. When you see the word 'we', it means DHHS.



We have written this information in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

Are you feeling unsafe right now?



If you, or someone you know, is in danger right now, please call **000**.



If you need support and it is safe, you can contact safe steps Family Violence Response Centre.



Please call **1800 015 188**

24 hours, 7 days a week

Are you feeling unsafe at home?

Family violence is when someone who lives in your home or a member of your family:



- hurts you
- treats you badly
- makes you feel unsafe.



If you need help, and it is safe for you to do, contact safe steps Family Violence Response Centre.



1800 015 188

24 hours, 7 days a week



safe@safesteps.org.au

Family violence can be:



- emotional – your feelings get hurt



- financial – they take your money or control how you spend it



- physical – your body gets hurt



- sexual – they make you do sexual things you don't want to do.



We also call these things abuse.



The other person might:

- try to make you feel bad
- tell you bad things will happen
- try to control you
- try to change how you think.



The other person also might stop you from:

- leaving your home
- contacting your family or friends.



They might say you can't leave because you will catch coronavirus (COVID-19).



We call this psychological abuse.



Family violence is not ok.

How can you stay connected?



You should stay connected with people you trust.

They can help you when you need it.



You should keep in touch:

- by phone
- through social media
- with video calls.



You might choose a safe word.

A safe word is a word you say to someone when you are in danger.



You should tell your friends and family what your safe word is.



If they hear you say your safe word, they will know you are in danger.

When they hear you say your safe word, they:

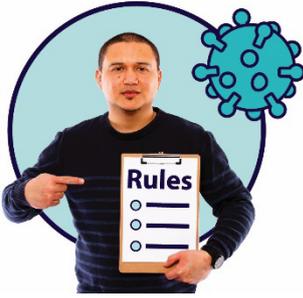


- will know you need help



- can call the police
13 14 44
- or emergency services
000.

What about the new rules?



We have new rules about what you must do to stay safe during coronavirus (COVID-19).



You must stay at home unless you have a good reason to leave.



But you can leave your home to get help.



You won't get a fine.



If the police stop you, you can tell them you:

- are feeling unsafe
- need help.

The police can:



- work out what risks there are



- act if they need to



- keep you safe.



There are services you can still use during coronavirus (COVID-19).



You can get help to find a place to stay.

Where else can you get help?

You can visit The Orange Door website if you:



- feel unsafe



- need support to care for your children



- are worried about how someone who lives in your home or a member of your family is treating you.



www.orangedoor.vic.gov.au



Being made to stay at home is no excuse for:

- violence
- abuse.



You can get support if you are a man who is worried that you might hurt:

- someone who lives in your home
- a member of your family.



You can call the Men's Referral Service.



1300 766 491

What if you need help in another language?

You can get help for family violence if you:



- come from a different culture or background



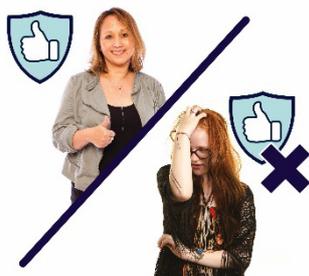
- speak a language other than English.



You can call Intouch Multicultural Centre Against Family Violence.



1800 755 988



They will work out how safe or unsafe you are.



They can find an interpreter who can help you.



An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.



If you need to speak to someone in a language other than English, call **131 450**.



They can also connect you to 1 of the phone numbers above.

What if an older person needs help?



When family violence or abuse happen to older people, we call it elder abuse.



Elder abuse can often be caused by a:

- family member
- carer.



Elder abuse can be:

- physical
- emotional
- financial
- psychological
- sexual.



Older people might miss out on the care and support they need during coronavirus (COVID-19).

We call this neglect.



If you are worried about elder abuse,
you can call:



Seniors Rights Victoria

1300 368 821



Elder Rights Advocacy

1800 700 600



Office of the Public Advocate

1300 309 337.



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