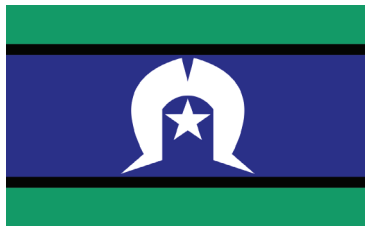




Resources for Kinship Carers

# The Orange Door Services





GPV/KCV acknowledges the peoples of the Kulin nation as the traditional owners of our great land and offers respect to Elders, past and present.

GPV/KCV acknowledges that the Aboriginal culture existed in Australia before European settlement and consisted of many community groups. Further, we acknowledge the Indigenous peoples of this land as the oldest continuing cultures in human history.

GPV/KCV acknowledges that laws and policies of the past have inflicted grief and suffering on our fellow Australians and regrets the removal of Aboriginal and Torres Strait Islander children from their families.

GPV/KCV believes that a society that is inclusive of all is crucial to individual and community wellbeing and will behave with respect towards all irrespective of their race, religion, sexuality, gender or socio-economic background.

GPV/KCV acknowledges 13th of February as National Apology Day, the anniversary of then Prime Minister, Kevin Rudd, delivering the National Apology to Australia's Indigenous Peoples in 2008. GPV/KCV will take steps that promote a happier and healthier future for Indigenous Australians, particularly the children and young people.

Ph: 0499 969 234

Email: [admin@kinshipcarersvictoria.org](mailto:admin@kinshipcarersvictoria.org)

[www.grandparentsvictoria.org.au](http://www.grandparentsvictoria.org.au)

[www.kinshipcarersvictoria.org](http://www.kinshipcarersvictoria.org)

Key words which influence GPV/KCV approaches are: Truthfulness, Confidentiality, Inclusiveness, Integrity, Constancy, Gratitude, Commitment, Compassion

Kinship Carers Victoria  
acknowledges the support of the  
Victorian Government.





# the orange door

<https://www.orangedoor.vic.gov.au/>

## What is The Orange Door?

The Orange Door (formerly child FIRST) provides help for women, children and young people who are experiencing family violence. It is also the entry point into family services, for families who need assistance with the care and wellbeing of children to access the services they need to be safe and supported.

## Aims

The Orange Door network aims to be accessible, safe and welcoming, providing quick and simple access to support for:

- adults, children and young people who are experiencing family violence
- families who need support with the care and wellbeing of children and young people
- perpetrators of family violence.

It brings services together as a partnership so that individuals and families don't have to go to multiple services or to retell their story multiple times to have their needs met.

## Services

Services available at The Orange Door include:

- risk and needs assessment
- safety planning
- crisis support.

The network can connect people to a range of services that provide ongoing safety and wellbeing supports.

Perpetrator accountability is also a strong focus. The Orange Door network engages perpetrators and works with the system to hold them accountable for their actions and changing their behaviour.

## The Orange Door is open to all kinds of families

This includes:

- step families
- kinship families
- rainbow families
- foster families
- nuclear families
- extended families
- clans
- people who are not blood relatives but live together.

People who identify as Aboriginal and/or Torres Strait Islander can choose to be supported by an Aboriginal worker at The Orange Door or be referred to an Aboriginal service.

Cultural and religious preferences are respected. The Orange Door welcomes everyone, regardless of migration status. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

See the full list of locations on the following pages or on The Orange Door website, or search by suburb or postcode to find your local service for help and support. People can visit The Orange Door in person or phone or email for access to support.

## What hours is the service available?

The Orange Door is a free service and operates during business hours (9am to 5pm) from Monday to Friday (closed public holidays). In an emergency, call 000. The website also lists services available after hours.

People seeking services can call or attend The Orange Door in person without a referral. Professionals can contact The Orange Door by phone, email or in person to make referrals or seek information and advice.

## Statewide, after-hours services

### Safe Steps

**1800 015 188** (24 hours a day, 7 days a week)

### Victims of Crime Helpline

**1800 819 817** or text **0427 767 891** (8am to 11pm, 7 days a week)

### Child Protection

**13 12 78** (5pm to 9am Monday to Friday, 24 hours on weekends and public holidays)

### Sexual Assault Crisis Line

**1800 806 292** (24 hours a day, 7 days a week)

### Men's Referral Service

**1300 766 491** (8am to 9pm Monday to Friday; 9am to 5pm Saturday and Sunday)

### Kids Helpline

**1800 55 1800** (24 hours a day, 7 days a week)

### Rainbow Door

**1800 729 367** or text **0480 017 246** (10am to 5pm, 7 days a week)

### MensLine Australia

**1300 78 99 78** (24 hours a day, 7 days a week)

## The Orange Door locations

LOCATION	CONTACT NUMBER	EMAIL
Geelong	1800 312 820	barwon@orangedoor.vic.gov.au
Colac	1800 312 820	barwon@orangedoor.vic.gov.au
Drysdale	1800 312 820	barwon@orangedoor.vic.gov.au
Frankston	1800 319 353	bpa@orangedoor.vic.gov.au
Hastings	1800 319 353	bpa@orangedoor.vic.gov.au
Sunshine	1800 271 046	bma@orangedoor.vic.gov.au
Melton	1800 271 046	bma@orangedoor.vic.gov.au
Ballarat	1800 219 819	cha@orangedoor.vic.gov.au
Bacchus Marsh	1800 219 819	cha@orangedoor.vic.gov.au
Shepparton	1800 634 245	goulburn@orangedoor.vic.gov.au
Wallan	1800 634 245	goulburn@orangedoor.vic.gov.au
Broadmeadows	1800 271 151	hma@orangedoor.vic.gov.au
Coburg	1800 271 151	hma@orangedoor.vic.gov.au
Sunbury	1800 271 151	hma@orangedoor.vic.gov.au
Box Hill	1800 354 322	IEMA@orangedoor.vic.gov.au
Morwell	1800 319 354	iga@orangedoor.vic.gov.au
Warragul	1800 319 354	iga@orangedoor.vic.gov.au
Leongatha	1800 319 354	iga@orangedoor.vic.gov.au
Bendigo	1800 512 359	loddon@orangedoor.vic.gov.au
Maryborough	1800 512 359	loddon@orangedoor.vic.gov.au
Echuca	1800 512 359	loddon@orangedoor.vic.gov.au
Mildura	1800 290 943	mallee@orangedoor.vic.gov.au
Swan Hill	1800 290 943	mallee@orangedoor.vic.gov.au
Heidelberg	1800 319 355	nema@orangedoor.vic.gov.au
Epping	1800 319 355	nema@orangedoor.vic.gov.au
Croydon	1800 271 150	oema@orangedoor.vic.gov.au
Belgrave	1800 271 150	oema@orangedoor.vic.gov.au
Bairnsdale	1800 512 358	oga@orangedoor.vic.gov.au
Sale	1800 512 358	oga@orangedoor.vic.gov.au
Wangaratta	1800 271 157	oma@orangedoor.vic.gov.au
Wodonga	1800 271 157	oma@orangedoor.vic.gov.au
Dandenong	1800 271 170	sma@orangedoor.vic.gov.au
Pakenham	1800 271 170	sma@orangedoor.vic.gov.au
Cranbourne	1800 271 170	sma@orangedoor.vic.gov.au
Warrnambool	1800 271 180	southwest@orangedoor.vic.gov.au
Werribee	1800 271 045	wma@orangedoor.vic.gov.au
Horsham	1800 271 042	wimmera@orangedoor.vic.gov.au

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