

What is The Orange Door?

The Orange Door is a new way to access services for women, children and young people who are experiencing family violence; and families who need support with the care of children or young people.

You do not need a referral to access help and support through The Orange Door.

What can The Orange Door do for me?

Contact The Orange Door if:

- someone close to you is hurting you, controlling you or making you feel afraid, such as your partner, family member, housemate or carer
- you are struggling with parenting due to family conflict, money issues, illness, addiction, grief or isolation
- you are concerned about the safety and wellbeing of a child or young person
- you are concerned about the safety of a friend or family member.

If you are a migrant or a refugee or do not have permanent residency, we can still help you. Do not be afraid of seeking support because of your migration status.

This is a free service.

Let The Orange Door workers know if you prefer telephone or physical access to a Hub to discuss your situation.

I need an interpreter

Let the service know if you need an interpreter.

Let the service know:

- your phone number
- your language
- when it is safe to call.

An interpreter will then call you back.

Is The Orange Door a service designed for me?

The Orange Door welcomes people of any age, gender, sexuality and ability. All cultural and religious preferences are respected. Let the worker know if you prefer to work with a male or female worker.

The Orange Door works with multicultural services, LGBTI services and disability services to meet the diverse needs of individuals and families.

Staff will give you information about options and connect you to the services you need.

Where is The Orange Door?

Go to www.orangedoor.vic.gov.au to view a map of services in your area.

When is The Orange Door open?

The Orange Door is open from 9am to 5pm Monday to Friday (closed public holidays).

Where should I go when The Orange Door is not open?

Contact the following services outside these hours:

- Men's Referral Service on 1300 766 491 (8am-9pm Monday-Friday and 9am-5pm Saturday and Sunday) (Men's family violence telephone counselling, information and referral service)
- safe steps family violence support service on 1800 015 188 (24 hours, 7 days a week) is for women and children who are victims of family violence
- Victims of Crime helpline (for all victims of crime and adult male victims of family violence) 1800 819 817 (8am - 11pm, every day)
- The Sexual Assault Crisis Line is for victims of sexual assault 1800 806 292 (5pm - 9am Monday to Friday, 24 hours on weekends and public holidays)

If you or somebody else is in immediate danger, call Triple Zero (000) for emergency assistance.