

The Orange Door access network

The Orange Door is a new way for women, children and young people experiencing family violence and families in need of support with the care, wellbeing and development of children and young people, to access the services they need to be safe and supported. The Orange Door helps to tilt the focus of the whole service system towards tackling the source of the violence, the perpetrator. There is a strong focus on perpetrator accountability, holding them accountable for their actions and changing their behaviour. The Orange Door does not replace existing specialist services or after-hours crisis responses but enables a new integrated entry point.

The [Statewide Concept](#) for The Orange Door outlines the intent to develop an access network, with multiple ways for people to access the services and support they need. The access network works to ensure that The Orange Door services are highly visible and accessible and that there is “no wrong door” for clients. It includes:

- telephone (toll-free, one for each area, operating initially during standard business hours)
- online access options (include a website and generic email, with digital accessibility expanding over time)
- a new primary physical community-based location (operating initially during standard business hours)
- access points to ensure geographic access and provide people choice, including for Aboriginal people
- outreach or mobile workers, who can engage with people where they feel comfortable

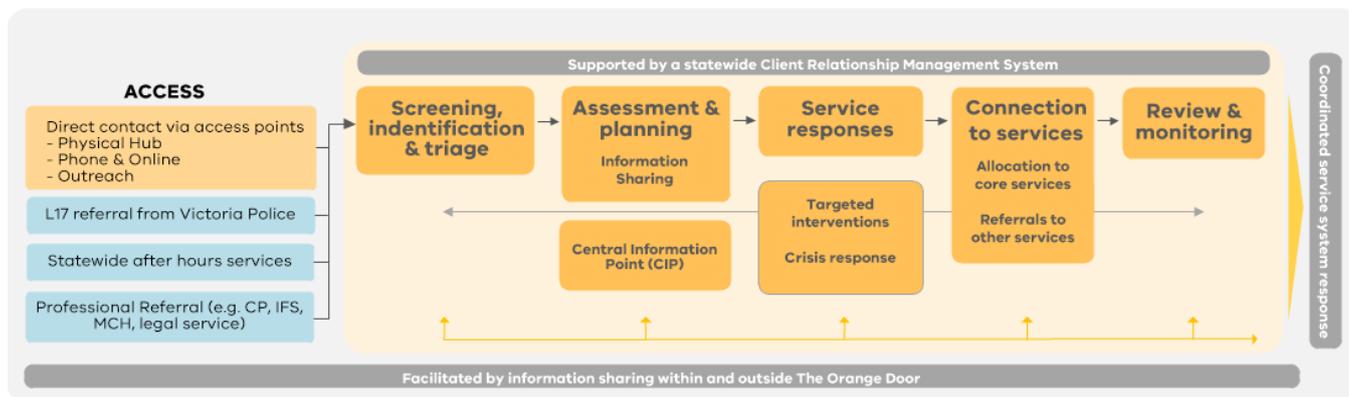
Access arrangements for the Loddon Area

The Department of Health and Human Services Loddon Area (Loddon Area) includes Campaspe, Loddon (Loddon Shire), Greater Bendigo, Macedon Ranges, Mount Alexander and Central Goldfields Local Government Areas.

The Hub Leadership Group (HLG) and Operational Leadership Group for The Orange Door have had several workshops to explore local data, client need and current service configuration to inform planning around access arrangements. Based on these workshops and other operational planning currently underway, the Loddon Area HLG is pleased to advise that services will be available to individuals, families and communities in the Loddon Area from 2020, commencing with the opening of The Orange Door primary premises in Bendigo and subsequent progressive expansion of the access network. The primary premises and suite of access arrangements will operate collectively as an integrated area-based service managed by the HLG.

Primary Premises

Final negotiations are underway to secure the primary premises location in Bendigo. The primary premises will be the central referral point for the Loddon Area once it commences and will deliver the full suite of services as outlined in the [Service Model](#), and set out below.



Access Points

Access points will be progressively established in Central Goldfields (Maryborough) and Campaspe (Echuca) to broaden access opportunities across the Loddon Area. Access points are branded physical locations, which have small multi-agency, interdisciplinary teams who will provide a comprehensive suite of The Orange Door services, including but not limited to intake and assessment, crisis supports and targeted interventions.

Outposted Workers

Outposted workers will operate from alternative locations and will focus on connecting with communities and service providers in Macedon Ranges and Loddon Shire in particular. Outposted workers have a primary role in providing information and advice to broader services and can undertake initial screening and assessment, activate safety planning and crisis supports. This will occur through collaborative work in existing services and will strengthen links to the teams and resources held at the primary premises.

Transition to The Orange Door

The HLG is committed to rolling out access arrangements as soon as detailed operational planning and staffing is finalised. The HLG will initiate discussions with key local stakeholders in relevant areas to explore suitable service locations to support these broader access arrangements, determine interfaces and implementation timeframes. The transition to new service arrangements will be streamlined and build on existing service offerings. Further information will be shared through Implementation Updates and closer to The Orange Door services commencing.

Access monitoring

Once services have commenced and all anticipated access arrangements have been embedded, the HLG will actively monitor service delivery and accessibility across the Loddon Area and periodically review arrangements to ensure resourcing and service delivery meets local area demand, population growth and any other needs.

Where to find further information

For further information about The Orange Door please visit the following websites:

- Family Safety Victoria www.vic.gov/familyviolence/family-safety-victoria.html
- The Orange Door www.orangedoor.vic.gov.au

Or contact:

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Endorsed by the Loddon Hub Leadership Group