



CASA house
Centre Against Sexual Assault

CASA House

CASA House provides specialist counselling support and advocacy for victim survivors of sexual assault. We work with people over the age of 16, of any gender, sexuality or background.

- Our services are free for everyone. You do not need to have a Medicare card or a referral. You can access our services in person, online or via phone.
- We are part of the Royal Women's Hospital in Melbourne. Our main office is in Melbourne CBD. We also work in Broadmeadows, Craigieburn and Sunbury and at the Royal Women's Hospital.
- We support people who live, work and study in the north-west suburbs of Melbourne. Our main council areas are Merri-bek, Hume, Moonee Valley, Yarra, and the City of Melbourne. If you are outside these areas, you can find your local service on the [Sexual Assault Services Victoria Website](#).

Interpreters

- CASA House can use interpreters when talking to you. Please call our Intake line on (03) 9635 3610 and state your name, language and phone number. We will call you back with an interpreter.
- You can also call the National Translating and Interpreting Service on 131 450.

Services

Crisis Support

Crisis support is available to victim survivors who have experienced a sexual assault in the past two weeks. We call this support a Crisis Care Unit or CCU.

- This 24/7 service is provided by specialist sexual assault organisations across Victoria, in city and regional areas. You can access crisis support at all times: 24 hours a day, on every day of the year. It is free for all victim survivors, regardless of gender, sexuality, Medicare status, ability or background.
- Crisis care support includes counselling and advocacy. It can also include support to access medical care and information about your legal rights and options.
- If you have experienced an assault in the last two weeks and want to access support, please call [1800 806 292](tel:1800806292) and state your name, language and phone number.

Counselling and advocacy support.

We provide ongoing, individual counselling and advocacy. Victim survivors can access up to 12 individual counselling sessions with a counsellor advocate. This service is available during business hours.

- Our counsellors use a range of counselling approaches to work with you to better understand the impacts of sexual violence. We will work with you to reach your goals and provide support in a non-judgmental way.

- Our services are private and confidential. Each counselling appointment lasts up to 1 hour. We offer appointments in person or via video call, during business hours, Monday to Friday, 9am to 5pm.
- In some cases our counsellors can also provide advocacy. This means they support you in working with other people or organisations, including police.
- If you would like to access counselling at CASA House, please call 03 9635 3600 and state your name, language and phone number.
- When you call us for the first time, we will ask you to give us some information about why you are calling. You can let us know if you would like brief counselling support via phone, ongoing counselling or both.
- If we agree ongoing counselling will meet your support needs, we will schedule an intake appointment. To do this, we will ask you for your name, address and other demographic details.

Friends and family

It can be difficult and distressing when someone you care about has experienced sexual assault or abuse. It can also be hard to know what to do or say, or how to best support a victim survivor.

- CASA House offers brief support to friends and non-offending family members of victim survivors of sexual assault.
- We can discuss how you can best support the person who has experienced sexual assault. You can also talk to us about the impact supporting them and hearing their story has on you.
- We can offer counselling support via phone. We can also offer up to two individual counselling appointments, in person or via video call.

Contact

Crisis Support

Call [1800 806 292](tel:1800806292) to speak to a counsellor about crisis support. You will be directed to your local CASA during business hours. After hours you will be directed to the Sexual Assault Crisis Line (SACL).

CASA House Intake & Counselling Line

To speak to a counsellor for brief phone support, or to talk about accessing ongoing counselling, call [\(03\)96353610](tel:0396353610) or email Intake.casa@thewomens.org.au

This service is available during business hours (Monday – Friday, 9am - 5pm).

CASA House Administration Line

For information about your appointment and general enquiries, please contact our administration line on [\(03\)96353600](tel:0396353600) or email casa@thewomens.org.au

Main office location

The CASA House main office is in the Queen Victoria Women's Centre (QVWC) on 210 Lonsdale Street, Melbourne.

CASA House is on level 3, which can be reached by lift or stairs. These are located near the back entrance of the building. Our building has disability access. You can talk to us about your access needs.