

Personal Safety Intervention Order Pathways

There are different types of intervention orders and ways of resolving disputes. To help work out which will suit you, follow the pathways below.

Not a Family Member

If the person you need an intervention order against is not a family member and you are concerned about your safety or the protection of your property, you may apply for a personal safety intervention order. Contact your local police, the Victims of Crime Helpline (1800 819 817) or call your local Magistrates' Court for help.



Before you apply for a personal safety intervention order, you should consider mediation because:

- you will have more control of the outcome
- it will be less stressful, costly and timely than a formal court case
- the process is more effective in reaching agreement (85 per cent)
- it will encourage you and the other person to narrow the issues in dispute making it easier to find solutions.

Mediation is generally not suitable in violent situations or where your safety is at risk.



Family Member

If the person you need an intervention order against is a family member, or someone you have had an intimate personal relationship with, you may apply for a family violence intervention order. Contact your local police, the Victims of Crime Helpline (1800 819 817) or call your local Magistrates' Court for help. Further information about family violence intervention orders is also available at www.magistratescourt.vic.gov.au

Dispute Settlement Centre of Victoria (DSCV)

The DSCV can help you resolve a wide range of disputes without going to court. They offer practical strategies, mediation services, education programs and lots more, and the service is free.

To speak to a Dispute Assessment Officer for information and advice:

Tel: 1800 658 528

or visit www.disputes.vic.gov.au



Mediation

Mediation is a free, confidential, informal, problem solving process in which you and the other person meet together with two skilled impartial mediators, to work towards an agreement.

Mediation Assessment

A Dispute Assessment Officer will talk to you, to see if mediation is suitable for you, this is sometimes done over the phone. You and the other person will be interviewed independently about the issue.

Personal Safety Intervention Order

If you need a personal safety intervention order, you should contact your local Magistrates' Court. A court registrar will give you an information form to complete, and discuss your application with you. The court registrar may refer you to the DSCV for a mediation assessment by a Dispute Assessment Officer, if you agree.



If you and the other person do not resolve the dispute at mediation, you may still apply for an intervention order.

If you and the other person reach agreement at mediation, there is no need to go back to court.

If mediation is not suitable for you, you can still apply for an intervention order.

If you and the other person agree to go to mediation, and mediation is suitable, a mediation session will be arranged for you.

A magistrate may direct that you attend a mediation assessment. You can still attend a mediation assessment after you have applied for an intervention order.

If mediation is not suitable or is unsuccessful a magistrate will make a decision about your intervention order application in court.

Contacts:

Magistrates' Court of Victoria Tel: 9628 7777 Email: help@magistratescourt.vic.gov.au or visit www.magistratescourt.vic.gov.au Children's Court of Victoria Tel: 8638 3300 or visit www.childrenscourt.vic.gov.au
 Dispute Settlement Centre of Victoria Tel: 1800 658 528 Email: dscv@justice.vic.gov.au or visit www.disputes.vic.gov.au/dscv Victoria Legal Aid Tel: 9269 0120 or 1800 677 402 (country callers) or visit www.legalaid.vic.gov.au
 Victims of Crime Helpline (1800 819 817) Mon – Fri, 8am to 11pm