

# Support for people experiencing domestic or family violence



All content contributed by



the  
**GrowingSpace**



Empower **U**



Sponsored by  

## Support for people experiencing domestic or family violence

Service Name	Contact details	Hours	Description	State
24/7 crisis intervention services	<a href="mailto:dvline@community.nsw.gov.au">dvline@community.nsw.gov.au</a> <a href="http://www.facs.nsw.gov.au/domestic-violence/helpline">http://www.facs.nsw.gov.au/domestic-violence/helpline</a> 1800 656 463	24 hours	Referred by Self, advocate or professional. provides counselling and referrals to women experiencing domestic and family violence.	National
Family Safety Pack	<a href="https://www.dss.gov.au/family-safety-pack">https://www.dss.gov.au/family-safety-pack</a>		The Australian Government's Family Safety Pack, available in 22 community languages, has information on Australia's laws regarding domestic and family violence, sexual assault, forced marriage and Partner Visas.	National
1800 RESPECT  National Sexual Assault,	Home   1800RESPECT 1800 RESPECT 1800 737 732	24 hours	1800 Respect is a confidential online and telephone counselling, information and referral service to support people experiencing the impacts of sexual assault, domestic or family violence	National

pg. 2

Family & Domestic Violence Counselling Line				
Mensline Australia	MensLine.org.au 1300 78 99 78	24 hours	Free help, support, referrals & counselling for men	National
LifeLine	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a> 13 11 14	24 hours	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support, Abuse and trauma and suicide prevention services.	National
Relationships Australia	<a href="http://www.relationships.org.au">www.relationships.org.au</a> 1300 364 277	Monday - Friday : 9:00 am - 5:00 pm	Provides: counselling, family dispute resolution (mediation) and education programs.	National
Kids Help Line	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a> 1800 551 800	24 hours	Kids Helpline is a free, counselling service for young people aged 5-25 years. Counselling is offered by phone, email and over the web.	National

pg. 3

Daisy app	Daisy is an app that provides information about support services in your local area	24 Hours	Daisy is 1800RESPECT's app to connect people experiencing violence or abuse to services in their local area	National
Translating and Interpreting Service (TiS)	131 450	24 hours	provides immediate and pre-booked phone interpreting, and on-site interpreting	National
Sunny app	<a href="https://apps.apple.com/au/app/sunny/id1442762235">https://apps.apple.com/au/app/sunny/id1442762235</a>	24 Hours	<p>Sunny is 1800RESPECT's app for women with disability who have experienced violence and abuse. Sunny has been co-designed with women with disability. If you are a woman with disability who has experienced violence and abuse, Sunny can support you to:</p> <p>Tell your story</p> <p>Understand what has happened</p> <p>Know your rights</p> <p>Find people who can help</p> <p>Understand what abuse is</p> <p>Learn about different types of abuse</p>	National

Child Protection Helpline	132 111	24 Hours	state-wide call centre staffed by professionally qualified caseworkers to receive and screen all reports on suspected abuse or neglect of	National
Yarrow Place	<a href="http://www.yarrowplace.sa.gov.au">www.yarrowplace.sa.gov.au</a> (08) 8226 8777 1800 817 421	24 Hours	Providing direct services to people who have been raped or sexually assaulted and who were aged 16 years or more at the time of the assault.	National
Older Persons Abuse Prevention Referral and Information Line (APRIL)	<a href="http://www.ageing.act.gov.au">www.ageing.act.gov.au</a> Email <a href="mailto:oma@act.gov.au">oma@act.gov.au</a> (02) 6205 3535.	24 Hours	Provides information and referral to members of the public, family, friends and service providers in respect of elder abuse.	ACT
Domestic Violence Crisis Service ACT (DVCS)	Home - DVCS   Domestic Violence Crisis Service in Canberra (02) 6280 0900	24 Hours	provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships, giving priority to those subjected to violence.	ACT

pg. 5

Link2home	<a href="mailto:link2home@facs.nsw.gov.au">link2home@facs.nsw.gov.au/</a> <a href="http://www.facs.nsw.gov.au/housing">http://www.facs.nsw.gov.au/housing</a>  1800 152 152	24 hours even public holiday	Referred by Self or specialist homelessness service provider. Assist with housing for homeless or risk of homelessness	NSW
Legal aid NSW	<a href="https://www.legalaid.nsw.gov.au/publications/factsheets-and-resources">https://www.legalaid.nsw.gov.au/publications/factsheets-and-resources</a>  297074555	9am to 5 pm	Referred by Self, advocate or professional.	NSW
Law foundation	<a href="http://www.lawfoundation.net.au/information/target/CALD">http://www.lawfoundation.net.au/information/target/CALD</a>  (02) 8227 3200	9am to 5 pm	Referred by Self, advocate or professional	NSW
Domestic violence Line	<a href="http://www.facs.nsw.gov.au/domestic-violence/helpline">www.facs.nsw.gov.au/domestic-violence/helpline</a>  1800 65 64 63	24 Hours	Referral and counselling	NSW
NSW Elder Abuse Helpline & Resource Unit	<a href="http://www.elderabusehelpline.com.au">www.elderabusehelpline.com.au</a>  1800 628 221	Monday to Friday from 9 am to 5 pm	free service that provides information, support and referrals relating to the abuse of older people living	NSW

NSW Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a> 1800 424 017	24 Hours	24 hour telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence	NSW
Domestic Violence Legal Advice Line	1800 810 784 or 8745 6999	24 hours	free confidential legal information, advice and referrals for women experiencing domestic and family violence.	NSW
Victims Services	<a href="http://www.victimsservices.justice.nsw.gov.au">www.victimsservices.justice.nsw.gov.au</a> 1800 019 123	Monday to Friday from 9 am to 5 pm	Victims Services helps people who are victims of violent crime in NSW with information and referrals. You can access support under the Victims Support Scheme, including: Counselling, Financial assistance for immediate needs, Financial assistance for economic loss, Recognition payment	NSW
NSW Victims Access Line	1800 633 063	Monday to Friday: 8am to 6pm	Provides information to victims of crime about their rights and how to access financial assistance and counselling	NSW

LawAccess NSW	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a> 1300 888 529	Monday to Friday from 9am to 5pm	legal information, referrals	NSW
Women's Legal Advice Line	<a href="http://www.wlsnsw.org.au/contact-us/">www.wlsnsw.org.au/contact-us/</a> 1800 801 501or 8745 6988	Monday, Tuesday and Thursday from 9 am to 1 pm	free confidential service providing legal information, advice and referrals for women in NSW with a focus on family law, domestic...	NSW
Family and Community Services Housing NSW	<a href="http://www.housingpathways.nsw.gov.au">www.housingpathways.nsw.gov.au</a> 1800 422 322	Monday to Friday: 9 am to 5 pm	Housing referral	NSW
Women's Legal Service NSW (WLS NSW)	<a href="http://www.wlsnsw.org.au">www.wlsnsw.org.au</a> 1800 801 501	24 Hours	provides free confidential legal advice and referrals to women in NSW	NSW



Alice Springs Women's Shelter	<a href="http://asws.org.au">asws.org.au</a> <a href="mailto:ws@asws.org.au">ws@asws.org.au</a>  08 8952 6075	Monday - Friday: 9:00 am - 4:00 pm	provides a range of support for women and children experiencing domestic and family violence. The services include emergency accommodation, outreach support, court support and counselling	NT
Darwin Aboriginal & Islander Women's Shelter (DAIWS)	<a href="mailto:daiws@bigpond.net.au">daiws@bigpond.net.au</a>  (08) 8945 2284	24 Hours	The services provided include support, referral, outreach and domestic violence crisis accommodation	NT
YWCA Darwin (DFVC)	<a href="http://www.ywcaofdarwin.com.au">www.ywcaofdarwin.com.au</a> <a href="mailto:dfvccoord@ywcaofdarwin.org.au">dfvccoord@ywcaofdarwin.org.au</a>  (08) 8932 915	24 Hours	Provide support and referrals if you require: Safe crisis and medium term accommodation, Information about, and assistance from, other agencies, Legal and housing information and support, Support and counseling for children	NT
Brisbane Domestic Violence	<a href="http://www.bdvs.org.au">www.bdvs.org.au</a>  (07) 3217 2544	Monday - Friday: 9:00 am	They provide a range of services, including information and referral, crisis support, practical assistance,	QLD

pg. 9

Service (BDVS)		- 5:00 pm	advocacy, counselling and emotional support.	
Brisbane Multicultural Women's Advocacy and Support	<a href="mailto:mwas@whfs.org.au">mwas@whfs.org.au</a>  (08) 9328 1200	Monday - Friday: 9:00 am - 5:00 pm	Referral and counselling	QLD
Domestic Violence Service of Central Queensland	<a href="http://www.centacarecq.com">www.centacarecq.com</a>  1300 523 985	24 Hours	provides short and long term counselling for those caught up in domestic and family violence, including children and crisis support and practical assistance for those needing to escape domestic and family violence.	QLD
North Queensland Domestic Violence Resource Service	<a href="http://www.nqdvrs.org.au">www.nqdvrs.org.au</a>  Townsville (07) 4721 2888 Mt Isa (07) 4743 0946	Monday to Friday: 8:30 am to 4:30 pm	Domestic Violence & Homelessness Mount Isa - workers provide information, support, referral and practical assistance to find appropriate housing.	QLD
Domestic Violence Resource	<a href="http://www.domesticviolenceservice.org.au">www.domesticviolenceservice.org.au</a>  07 4953 1788	Monday to Friday: 8:30 am	Counselling for women, children & adolescents	QLD

pg. 10

Service Mackay & Region		to 4:30 pm	Crisis intervention Information and referral	
Domestic Violence Action Centre	<a href="http://www.dvac.org.au">www.dvac.org.au</a> (07) 3816 3000	Monday to Friday: 8:30 am to 4:30 pm	Crises support Counselling Information, advice and referral Group work for women, children and young people Group work for young men aged 11 to 17 years who are using/or at risk of using violence in their relationships	QLD
Brisbane Domestic Violence Service (BDVS)	<a href="http://www.bdvs.org.au">www.bdvs.org.au</a> (07) 3217 2544	Monday to Friday: 8:30 am to 4:30 pm	provide a range of services, including information and referral, crisis support, practical assistance, advocacy, counselling and emotional support.	QLD
Domestic violence helpline	<a href="http://www.dvconnect.org/">http://www.dvconnect.org/</a> 1800811811	24 Hours	Provide counselling, referral. Crisis accommodation	QLD
Domestic Violence Crisis Service	1300 782 200 131 611 (after hours Crisis Care)	24 Hours	Domestic Violence Crisis Service offers crisis counselling, support, and referral to safe accommodation.	SA

Aboriginal Family Support Services	Adelaide (08) 8205 1500 Ceduna (08) 8625 3466 Coober Pedy (08) 8672 3066 Murray Bridge 0418 499 649 Port Augusta (08) 8641 0907 Port Lincoln (08) 8683 1909 Berri (08) 8582 3192	Monday to Friday 9am to 5 pm	Referral and counselling	SA
UnitingCare Wesley Country South Australia	Website <a href="http://ucwcsa.org.au">ucwcsa.org.au</a> <a href="mailto:uniting.care@ucwcsa.org.au">uniting.care@ucwcsa.org.au</a>  08 8672 3271, Mob: 0428 326 532, Duty Worker: 08 8672 5220/0488 991 945 1300067777	24 Hours	Offers case management, crisis accommodation, advocacy, 24 hour phone assistance, counselling, referral, safety planning, and goal setting.	SA
Central Domestic Violence Service	<a href="mailto:admin@cdvs.com.au">admin@cdvs.com.au</a> <a href="http://www.cdvs.com.au">www.cdvs.com.au</a>  Eastern Adelaide (08) 8365 5033 Western Adelaide (08) 8268 7700	24 Hours	Services for women and children: safe, supported crisis accommodation outreach support to women and children in the community short term telephone counselling for domestic and family violence assistance for Aboriginal and Torres Strait Islander women and women from culturally and linguistically	SA

pg. 12

			diverse backgrounds access for women with disabilities domestic and family violence support groups for women and children.	
Victim Support Service SA - Staying Home, Staying Safe	<p>victimsa.org  <a href="mailto:helpdesk@victimsa.org">helpdesk@victimsa.org</a></p> <p>1800 VICTIM (1800 842 846)</p>	24 Hours	<p>They provide:</p> <p>Home safety audits  Provision of tailored home security packages including installation of locks, sensor lights, alarms etc.  Safety planning assistance  Linking to additional support services</p>	SA
Tasmanian Aboriginal Services	<p><a href="mailto:hobart@tacinc.com.au">hobart@tacinc.com.au</a>  <a href="mailto:launceston@tacinc.com.au">launceston@tacinc.com.au</a>  <a href="mailto:burnie@tacinc.com.au">burnie@tacinc.com.au</a></p> <p>Hobart: (03) 6234 0700  Launceston: (03) 6332 3800  Burnie: (03) 6431 3289</p>	Monday - Friday: 9:00 am - 5:00 pm	Referral and counselling	TAS
Elder Abuse Hotline	<p><a href="http://advocacytasmania.org.au">advocacytasmania.org.au</a>  Email  <a href="mailto:eahelpline@advocacytasmania.org.au">eahelpline@advocacytasmania.org.au</a></p>	24 Hours	Support with referral and counselling	TAS

pg. 13

	1800 44 11 69			
Family Violence Counselling and Support Service	<a href="http://www.dhhs.tas.gov.au">www.dhhs.tas.gov.au</a> 1800 608 122	24 Hours	provides the following services: Information, counselling and support, Information and support to family and friends, Arranging assistance from the police, Assistance in organising a safe place to stay, Assistance in accessing limited financial assistance, Referrals to Legal Aid and/or Court Support ,Act as an advocate in accessing assistance, e.g. Housing Tasmania, Centrelink	TAS
Centre Against Sexual Assault (CASA)	<a href="http://www.dhhs.tas.gov.au">www.dhhs.tas.gov.au</a> (03) 6431 9711	Monday to Friday 9am to 5 pm	Services include: Counselling Support with legal processes – making statements, forensic examinations, court appearances, advocacy Referral to other appropriate services	TAS
Family Violence is Unacceptable	<a href="https://whwest.org.au/wp-content/uploads/2013/11/A6_OCOR_FINALweb.pdf">https://whwest.org.au/wp-content/uploads/2013/11/A6_OCOR_FINALweb.pdf</a>		These brochures are for Arabic-speaking, Persian-speaking and sub-continent communities and aim to	VIC

pg. 14

in Any Culture	03 9689 9588		explore what family violence is and where to go for support.	
Australian Childhood Foundation	<a href="http://www.childhood.org.au">www.childhood.org.au</a> 1300 381 581		The Australian Childhood Foundation is a national charity which prioritises the safety and welfare of children.	VIC
Centacare Geelong	<a href="http://www.catholiccarevic.org.au">www.catholiccarevic.org.au</a> (03) 5337 8999	Monday to Friday 9am to 5 pm	Provides information and referral	VIC
Domestic Violence Victoria	<a href="http://www.dvvic.org.au">www.dvvic.org.au</a> (03) 9921 0828	Monday to Friday: 8:30 am to 4:30 pm	Advocacy, Referral and counselling	VIC
inTouch Multicultural Centre Against Family Violence	<a href="http://www.intouch.org.au">www.intouch.org.au</a> (03) 9413 6500	Monday to Friday 9.00am - 5.00pm	The service has a pool of bilingual and bi-cultural workers who provide case management, outreach, secondary consultation and referrals.	VIC

pg. 15

Women's Information Referral Exchange (WIRE)	<a href="http://www.wire.org.au">www.wire.org.au</a> 1300 134 130	Monday to Friday 9:30 am - 12:30 pm 1:30 pm - 4:30 pm	WIRE provides free information, support and referral information for women, non-binary and gender-diverse people across Victoria	VIC
safe steps Family Violence Response Centre	admin@safesteps.org.au (for information) safesteps@safesteps.org.au (for support) 1800 015 188	9am-9pm, Monday-Friday.	provides 24/7 telephone crisis counselling, referral, information and support for women and children in Victoria. They provide access to interpreters as well as support for Indigenous women	VIC
Men's Referral Service	<a href="http://www.ntv.org.au">www.ntv.org.au</a> 1300 766 491	24 Hours	provides free confidential legal advice and referrals to MEN	VIC
Victims of crime	<a href="http://www.victimsofcrime.com.au">www.victimsofcrime.com.au</a> 1800000055	24 Hours	financial compensation & other support to assist victims to recover from the act of violence	VIC



Safe Steps Family Violence Response Centre	<a href="http://www.safesteps.org.au">www.safesteps.org.au</a>  1800 015 188	24 Hours	Referral, counselling , crisis accommodation	VIC
--	--	----------	---	-----