

REFERRAL **PATHWAYS** FOR EMPLOYEES EXPERIENCING FAMILY AND DOMESTIC VIOLENCE

NATIONAL SERVICES

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
FAMILY VIOLENCE, CHILD ABUSE AND/OR SEXUAL ASSAULT			
1800RESPECT	1800 737 732	1800RESPECT is the national domestic, family and sexual violence counselling, information and support service – available 24/7.	1800RESPECT.org.au
1800FULLSTOP	1800 385 578	Offers confidential, trauma specialist counselling for people of all genders who are impacted by violence and abuse, as well as their friends, colleagues and family members.	fullstop.org.au
Salvation Army	13 72 58	Directory for learning more about family and domestic violence, available support and SA programs.	salvationarmy.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
SPECIALIST SERVICES			
13Yarn	13 92 76	Support for Aboriginal and Torres Strait Islander people.	13yarn.org.au
Rainbow LGBTQI+ Sexual, Domestic and Family Violence Helpline	1800 497 212	Family Violence response service 24 hour telephone line.	fullstop.org.au
Financial Counselling Australia	1800 007 007	Works to improve hardship processes for people in financial difficulty.	financialcounsellingaustralia.org.au
Primary Health Networks (PHN)	Find local network contact via website.	Australia's 31 Primary Health Networks (PHNs) are independent organisations working to streamline health services – particularly for those at risk of poor health outcomes – and to better coordinate care so people receive the right care, in the right place, at the right time. Peak body for financial counsellors.	health.gov.au/our-work/phn
Daisy App	1800 737 732	App developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area.	1800respect.org.au/daisy
National Counselling and Referring Service – Disability	1800 421 468	Support for people living with a disability.	blueknot.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
GENERAL PHONE/CRISIS COUNSELLING			
Lifeline	13 11 14	Provides 24-hour crisis support and suicide prevention services.	lifeline.org.au
Beyond Blue	1300 224 636	Provides 24/7 counselling support.	beyondblue.org.au
Blue Knot Foundation Helpline	1300 657 380	Supports people recovering from trauma.	blueknot.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
FOR MEN			
MensLine Australia	1300 789 978	A free telephone and online counselling service offering support for Australian men.	mensline.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
FOR WOMEN			
Women's Legal Services Australia	Different in each state	Peak organisation for community legal centres.	wlsa.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
FOR CHILDREN AND TEENS			
Kids Helpline	1800 551 800	A free, private, and confidential 24/7 phone and online counselling service for young people aged 5 to 25.	kidshelpline.com.au

STATE AND TERRITORY SERVICES

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
ACT			
Domestic Violence Crisis Service	(02) 6280 0900	Provides free 24/7 crisis intervention services to anyone who is experiencing, or has experienced, domestic and family violence. Provided 365 days a year.	dvcs.org.au
Women's Legal Centre	1800 634 669	Assists women experiencing family violence, separation, and divorce to find safety and obtain legal advice.	wlc.org.au
SupportLink	1300 656 200	Offers referral services specifically for victims of family violence in non-crisis situations. This ensures there is appropriate follow up care for victims after police are no longer required.	supportlink.com.au
YWCA Canberra	(02) 6185 2000	Provides essential, quality services for women, girls and families in the ACT and surrounding regions.	ywca-canberra.org.au
YWCA Canberra Children's Services	(02) 6185 2040	Offers early childhood education and care, family day care, school age care and school holiday programs across the Canberra region. Cares for around 3000 children each week through their children's services.	ywca-canberra.org.au
Canberra Rape Crisis Centre	(02) 6247 2525	A counselling service for people dealing with the police, the criminal justice system, or the health system. Available for adults, children, families and young people who have been impacted by sexual violence, whether recently or long ago. Open 7am-11pm, 7 days a week. Also offers a service assisting male survivors of sexual assault.	crcc.org.au
ACT Disability and Carer Advocacy (ADACAS)	(02) 6242 5060	Promotes and protects the rights of people with disability, people experiencing mental ill-health, older people and their carers.	adacas.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
NSW			
Domestic Violence Crisis Service	1800 656 463	Trained female who counsellors can help you contact police, get medical care, obtain an Apprehended Violence Order(AVO), develop a safety plan or find emergency accommodation. Available 24/7.	dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html
No to Violence	1300 766 491	Men's referral service – men's behaviour change programs (Vic, NSW, SA, Tas).	ntv.org.au/sector-resources/nsw-mens-behaviour-change-network/
West Connect Domestic Violence Services	(02) 4732 2318	Provided by women, offers support, services and accommodation options in the Western Sydney area, to women and children experiencing or escaping family and domestic violence. Also provide specialised support for refugees, Aboriginal women, single women, older women and lesbian and transgender women.	dvwest.org.au
Sydney Homeless Connect	1800 152 152	NSW-wide support service for those experiencing or at risk of homelessness. Available 24/7.	sydneyhomelessconnect.com/services/link2home
Rape & Domestic Violence Services Australia – Domestic Violence Impact Line	1800 943 539	Offers expert, confidential telephone, online and face-to-face counselling to people of all genders who have experienced sexual, domestic or family violence, and specialist help for their supporters and those experiencing vicarious trauma.	shil.nsw.gov.au/resources/rape-domestic-violence-services-australia
Aurora App		A free Smartphone App for people experiencing domestic and family violence in NSW. It is an accessible way of finding information, support and services about domestic violence in NSW.	Available via app stores

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
NT			
Dawn House	(08) 8945 1388	Provides crisis accommodation and counselling services. Shelter staff can provide advocacy services, referrals to other services, support with legal matters, budgeting advice, and more. Open 8am-4pm, Monday-Friday.	dawnhouse.org.au
Tangentyere Council	(08) 8951 4222	Provides a range of programs that focus on the safety of Aboriginal community members in both Alice Springs Town Camps and Urban Alice Springs.	tangentyere.org.au
NT Legal Aid Commission	1800 019 343	Provides legal assistance for those that may have experienced domestic violence.	legalaid.nt.gov.au
NT Government		A range of services per region of NT can be found on this webpage.	nt.gov.au/law/crime/domestic-family-and-sexual-violence/get-help-for-domestic-family-and-sexual-violence

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
QLD			
DVConnect – womensline	1800 811 811	Free helpline for women and their children in Queensland who are experiencing domestic and family violence. Available 24/7.	dvconnect.org/womensline
Elder Abuse Helpline	1300 651 192	Support for anyone who experiences, witnesses or suspects that an older person is being abused by someone they know and trust.	eapu.com.au/elder-abuse-helpline
Women’s Legal Service (QLD)	1800 957 957	Free legal and social work help with domestic violence, complex family law and sexual assault notes counselling privilege matters to women and people who live and identify as women in Queensland.	wlsq.org.au
Family and Child Connect	13 32 64	Provides free, unlimited and confidential advice relating to family and parenting challenges.	familychildconnect.org.au
Immigrant Women’s Support Service	(07) 38463490	Offers free confidential, practical and emotional support to immigrant and refugee women from non-English speaking backgrounds and their children who have experienced domestic and/or sexual violence.	iwss.org.au
Domestic Violence Prevention Centre	(07) 5532 9000	Operates on the Gold Coast and Beenleigh, provides a wide range of programs to support women and their children affected by domestic and family violence including crisis support, counselling, court support, security upgrades, children and young people, and women’s groups. Open 9am-4.30pm, Monday to Friday.	domesticviolence.com.au
Centre Against Domestic Abuse Inc. (CADA)	(07) 5498 9533	Operates on the Moreton Bay Region (North Coast Region). Provides safe, accessible and appropriate services that contribute to the prevention of domestic and family violence in the community, and which support and empower people affected by domestic and family violence, using a range of services, including crisis support, keeping safe at home program, adult counselling, children’s counselling, court assistance, and strengthening family connections program. Open 9am-5pm, Monday to Friday.	cada.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
SA			
No to Violence	1300 766 491	Men's referral service – men's behaviour change programs (Vic, NSW, SA, Tas).	ntv.org.au/mrs/mens-behaviour-change-programs/
Women's Safety Services SA	(08) 8152 9200	Provide a range of services, including a crisis phone line and services that cater to Indigenous and migrant women and children escaping violent situations. Open Monday to Friday, 8.30am-5pm.	womenssafetyservices.com.au
Domestic Violence Crisis Line (DVCL)	1800 800 098	Open 24 hours, provides crisis counselling, support and referral to safe accommodation.	www.sa.gov.au
SA Abuse Prevention Phone line –Adult Safeguarding Unit	1800 372 310	Provides free, confidential advice, information, or support to those over 18 who may be vulnerable and/or experiencing abuse – including elder abuse. Open Monday to Friday, 9am-5pm (except on public holidays).	sahealth.sa.gov.au
Legal Services Commission of South Australia	1300 366 424	Provides free, preliminary legal information, advice and referrals, help with intervention and tenancy orders.	lsc.sa.gov.au
Women's Domestic Violence Court Assistance Service	1800 246 642	Provides legal assistance for women in South Australia affected by domestic and family violence.	wdvcas.lsc.sa.gov.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
TAS			
Victim Support Services	1800 608 122	Family Violence Counselling and Support Service, staffed 9am-midnight (Monday to Friday), 4pm-midnight (weekends and public holidays).	health.tas.gov.au
Safe Choices	1800 806 189	Provides practical support, advice and referral to support services, for those people experiencing Family Violence, through providing the following services. Provides phone support and information packs. Open 9am-5pm (Monday to Friday).	safechoicestas.org.au
No to Violence	1300 766 491	Men's referral service – men's behaviour change programs (Vic, NSW, SA, Tas).	ntv.org.au/mrs/mens-behaviour-change-programs/
Family Violence Response and Referral Line	1800 633 937	The support line, which is staffed 24 hours a day, 7 days a week, including public holidays, through the Tasmania Police radio room, offers an information and referral service by which callers are able to access the full range of response, counselling, information and other support services provided by Safe at Home.	findhelptas.org.au/program/family-violence-response-and-referral-line/
Engender Equality	(03) 6278 9090	Provides free and confidential, unlimited counselling for people affected by family violence, short or long-term, face-to-face, by the phone and/or online using Zoom. Suitable for people affected by family violence now or in the past.	engenderequality.org.au
Yemaya Women's Support Service	(03) 6334 0305	A free and confidential service providing medium to long-term post-crisis support for women who are or have been in an abusive/violent relationship.	yemaya.com.au
RAIN (West and North West Tasmania)	1800 243 232	Provides social and practical support for women, men and children who have been subjected to family violence.	anglicare-tas.org.au
Huon Domestic Violence Service (Huon Valley)	(03) 6264 2222	Provides a free and confidential service to anyone affected by family violence in the Huon Valley. Open 9am-4pm Monday to Friday.	huondomesticviolence.com.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
VIC			
Safe Steps	1800 015 188	Family violence response service 24-hour telephone line.	safesteps.org.au
Relationship Matters	1300 543 396	Men's behaviour change program.	relationshipmatters.com.au
No to Violence	1300 766 491	Men's referral service – men's behaviour change programs (Vic, NSW, SA, Tas).	ntv.org.au/mrs/mens-behaviour-change-programs/
Safe+Equal	N/A	A searchable directory of family violence services in Victoria.	safeandequal.org.au
Berry Street	03 9429 9266	Provides support for victim-survivors.	berrystreet.org.au/what-we-do/family-violence-services
Womens Legal Service Vic	1800 133 302	Provides support for women experiencing family violence.	womenslegal.org.au
Rainbow Door	1800 729 367	Provides generalist LGBTIQ+ support.	rainbowdoor.org.au
Djirra	1800 105 303	Provides Aboriginal family violence legal and support services.	djirra.org.au
Dardi Munwurro Aboriginal Men Support Service	1800 435 799	Men's healing and behaviour change.	dardimunwurro.com.au
inTouch	1800 755 988	Provides services, programs and responses to family violence in migrant and refugee communities.	intouch.org.au
Sexual Assault Crisis Line	1800 806 292	Provides crisis support for victims of sexual assault.	sacl.com.au
Sexual Assault Services Vic	Various	Peak body for Centre Against Sexual Assault (CASA) services. Includes a link to find a service in your local area.	sasvic.org.au
Victims of Crime Helpline	1800 819 817	Provides support for people affected by crime.	victimsofcrime.vic.gov.au
WIRE (Women's Information and Referral Exchange)	1300 134 130	Provides free generalist support for women, non-binary and gender diverse people.	wire.org.au

SERVICE	CONTACT PHONE	DESCRIPTION	WEBSITE
WA			
Women's Domestic Violence Helpline	1800 007 339	Provides support for women, with or without children, who are experiencing family and domestic violence in Western Australia(including referrals to women's refuges). Open 24 hours.	wa.gov.au/service/community-services/community-support/womens-domestic-violence-helpline
Crisis Care	1800 199 008	Provides after-hours responses to reported concerns for a child's safety and wellbeing and information and referrals for people experiencing crisis. Open 24 hours.	wa.gov.au/service/community-services/community-support/crisis-care
Sexual Assault Resource Centre	1800 199 888	Provides a range of free services to people affected by sexual violence. Open 24 hours.	kemh.health.wa.gov.au/other-services/sarc
Men's Domestic Violence Helpline	1800 000 599	Provides telephone information and referral to ongoing face-to-face services for men who are concerned about their violent and abusive behaviours.	wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline



This resource is an initiative of the Australian Government
Department of Employment and Workplace Relations (DEWR).

10DaysPaidFDVLeave.com.au