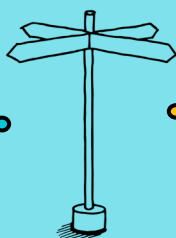


# List of Support Contacts



## In an emergency

In Australia,  
call Triple Zero (000)

In New Zealand,  
call Triple One (111)

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### About the list of support contacts

The list of support contacts includes information about specialist responses to sexualised violence from police, women's legal services and victim services, and examples of other services.

There are many strategic considerations victim-survivors have when deciding if, when and how to tell someone about experiences of violence and abuse.

The list of support contacts is not conclusive or exhaustive, and people may choose other options for support.

The directory is organised in the following order:

- Aotearoa (New Zealand) Contacts ([p2](#))
- Australia – National Contacts ([p5](#))
- Australian Capital Territory (ACT) ([p13](#))
- New South Wales (NSW) ([p21](#))
- Northern Territory (NT) ([p28](#))
- Queensland (QLD) ([p34](#))
- South Australia (SA) ([p40](#))
- Tasmania (TAS) ([p44](#))
- Victoria (VIC) ([p48](#))
- Western Australia (WA) ([p53](#))

For each service we include the following information (where available).

Service type:

Service Name:

Phone number:

Weblink:

Quick-exit function option:

Hours or operation:

What they offer:

Texting support:

Online webchat:

In Person:

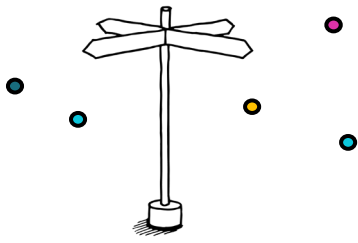
Email:

Scan the static QR Code to open a list of examples of support contacts.

## INSIGHT EXCHANGE

The list can be found on  
[www.insightexchange.net](http://www.insightexchange.net)





# Aotearoa (New Zealand)

## Aotearoa (New Zealand)

### Summary:

- Community Law
- Adult Sexual Assault - New Zealand Police Force (NZPF)
- Rape Prevention Education
- Victims Information
- Safe to talk

Service type: Legal

### **Community Law**

Weblink: <https://communitylaw.org.nz/free-legal-help/>

Quick-exit function option: Yes

Hours or operation: Online service

What they offer:

Community Law can help with all kinds of legal problems, and the list includes help with domestic violence and other forms of violence.

Service type: Police

### **Adult Sexual Assault - New Zealand Police Force (NZPF)**

Phone number: 111 \_ Emergency or 105 is the number for Police non-emergencies

Weblink: <https://www.police.govt.nz/advice-services/sexual-assault-and-consent>

Hours or operation: Available 24 hours 7 days

What they offer:

Advice and service support if you have been sexually assaulted.

In Person: Contact by either phoning or visiting your nearest Police station.

Email: [ASA@police.govt.nz](mailto:ASA@police.govt.nz)

Service type: Support

### **Rape Prevention Education**

Weblink: <https://rpe.co.nz/find-your-local-support-service/>

What they offer:

Rape Prevention Education hosts a list of Support Services for survivors of sexual assault.

Service type: Support

### **Victims Information**

Weblink: <https://sexualviolence.victiminfo.govt.nz>

Quick-exit function: Available

What they offer:

If you've been affected by sexual violence (that could be unwanted touching, 'revenge porn' or rape), then this website is here to support you, focusing mainly on the court process that would follow an arrest.

Service type: Support

**Safe to talk**

Phone number: 800044334

Weblink: <https://safetotalk.nz>

Quick-exit function: Available

Hours or operation: Available 24 hours 7 days

What they offer:

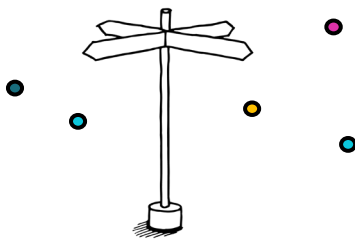
Sexual harm happens in all of our communities.

Have been sexually harmed or are worried, about something that's happened, if you want to help someone or are concerned about your own thoughts or about harming someone, want information about sexual harm? This service offers free confidential contact with a trained specialist. They provide contact with a trained specialist at any time, day or night, seven days a week. They provide answers to questions about sexual harm and offer information about medical, emotional, and behavioural issues related to harmful experiences. They also offer explanations of what you might expect if you report to the Police, referral to specialists in your area, information for family and friends wanting to help someone, information, and contact with a specialist, for people who are worried about their own sexually harmful thoughts or behaviour.

Text support: Available on 800044334

Online webchat: Available

Email: [support@safetotalk.nz](mailto:support@safetotalk.nz)



# Australia National Contacts

## Australia – National Contacts

### Summary:

- 1800RESPECT
- National Redress Scheme
- The National Association of Services Against Sexual Violence (NASASV)
- National Violence and Abuse Trauma Counselling and Recovery Service
- The National Disability Abuse and Neglect Hotline (The Hotline)
- 13 Yarn
- MensLine
- No to Violence Men's Referral Service
- SAMSN - Survivors and Mates Support Network
- Open Arms
- Sexual Misconduct Prevention and Response Office
- Qlife
- With you we can
- Rainbow Sexual, Domestic and Family Violence Helpline
- The National Disability Abuse and Neglect Hotline

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

### Examples of additional reporting options

- Australian Centre to Counter Child Exploitation (ACCE)
- eSafety Commissioner
- Take It Down

Service type: Support

### **1800RESPECT**

Phone number: 1800 737 732

Weblink: [www.1800respect.org.au](http://www.1800respect.org.au)

Quick-exit function: Yes

Hours or operation: Available 24 hours 7 days a week

What they offer:

A national telephone counselling and referral service for women and men, open 24 hours to support people impacted by domestic, family or sexual violence.

Text support: you can text 'HELLO' or any greeting to 0458 737 732 to start the conversation.

Online webchat: Available

Video call: Available (Mon-Fri, 9am-5pm, no appointment needed)

Service type: Support

### **National Redress Scheme**

Phone number: 1800737377

Weblink: <https://www.nationalredress.gov.au>

Hours or operation: 8am-5pm Monday to Friday

What they offer:

The National Redress Scheme acknowledges that many children were sexually abused in Australian institutions. It recognises the suffering endured because of this abuse and holds institutions accountable for this abuse.

People can apply to the National Redress Scheme by filling in a paper application form, or they can apply online through myGov. An offer of redress can include; a payment, counselling that is confidential and culturally safe, a direct personal response, such as an apology, from an institution. Applicants can choose what parts of the redress offer they want to receive.

Service type: Support

### **The National Association of Services Against Sexual Violence (NASASV)**

Weblink: <https://www.nasasv.org.au/support-directory>

Quick-exit function: Available

Hours or operation: online directory only

What they offer:

If you are at risk or experiencing sexual violence or need someone to turn to, there are multiple specialist services available across Australia. These organisations offer a variety of services including emergency and crisis care, information and advocacy, and counselling and support.

Service type: Support

**National Violence and Abuse Trauma Counselling and Recovery Service**

Phone number: 1800 385 578

Weblink: <https://fullstop.org.au/>

Quick-exit function: Available

Hours or operation: online directory only

What they offer:

Full Stop Australia is one of the country's leading sexual, domestic and family violence response and recovery services. First established in the 1970s by a group of women in Redfern, Sydney, the organisation now reaches communities in every state and territory, with the following key focus areas:

Support: offering 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.

Education: offering best-practice training and professional services to support safe and respectful workplaces, educational environments, and communities.

Advocacy: encouraging governments, businesses, and communities to make changes to laws, policies, and practices to better prevent and respond to sexual, domestic and family violence

Text support: Only web chat available

Online webchat: Web chat available

Email: [info@fullstop.org.au](mailto:info@fullstop.org.au)

Service type: Support

**The National Disability Abuse and Neglect Hotline (The Hotline)**

Phone number: 1800 880 052

Weblink: <https://ageingdisabilitycommission.nsw.gov.au/contact-us.html>

Quick-exit function: Available (“Hide this”)

Hours or operation:

Monday to Friday, 9am to 7pm (AEST) and (AEDST), excluding Australian national public holidays. – for family, members, friends, service providers or the people with a disability

What they offer:

A free, independent, and confidential service for reporting mistreatment of people with disability.

Online webchat:

<https://ageingdisabilitycommission.nsw.gov.au/contact-us/submit-an-online-report.html>

Email: [hotline@workfocus.com](mailto:hotline@workfocus.com)

Service type: Support

### **13 Yarn**

Phone number: 13 92 76

Weblink: <https://www.13yarn.org.au>

Hours or operation: Available 24 hours 7 days a week

What they offer:

They provide crisis support 24/7 to yarn with you without judgement and provide a confidential, culturally safe space to yarn about your needs, worries or concerns. They will work with you to explore options for on-going support. You know you will be connected to another Aboriginal and Torres Strait Islander person who will understand where you are coming from and value knowing HOW to listen, without judgement or shame.

Email: [enquiries@13yarn.org.au](mailto:enquiries@13yarn.org.au)

Service type: Support

### **MensLine**

Phone number: 1300 789 978

Weblink: <https://mensline.org.au/>

Quick-exit function: Not available

Hours or operation: Available 24 hours 7 days a week

What they offer:

The Men's Referral Service (MRS) is operated by No to Violence (NTV) and takes calls from men and women who are looking for help to improve their wellbeing and safety, who want to improve the wellbeing and safety of their children, or who are looking for help for their partner or another male family member.

Online webchat: Online Chat & Video Counselling Available

Service type: Support

### **No to Violence Men's Referral Service**

Phone number: 1300 766 491

Weblink: <https://ntv.org.au/>

Quick-exit function: Available

Hours or operation: Available 24 hours 7 days a week

What they offer:

The Men's Referral Service (MRS) is operated by No to Violence (NTV) and takes calls from men and women who are looking for help to improve their wellbeing and safety, who want to improve the wellbeing and safety of their children, or who are looking for help for their partner or another male family member.



Service type: Support

### **SAMSN - Survivors and Mates Support Network**

Phone number: 1800 4 SAMSN (72 676)

Weblink: <https://www.samsn.org.au/>

Hours or operation: Monday to Friday 9am – 5pm

Email: [support@samsn.org.au](mailto:support@samsn.org.au)

Service type: Support

### **Open Arms**

Phone number: 1800-011-046

Weblink: <https://www.openarms.gov.au/get-support/how-get-support>

Hours or operation: Available 24 hours 7 days a week

What they offer:

Open Arms specialises in providing free face-to-face and/or tele-health counselling, group programs and peer support to those who have served in the ADF and their partners and families.

In Person: referrals to face to face counselling.

Email: [via contact form](#)

Service type: Support

### **Sexual Misconduct Prevention and Response Office**

Phone number: 1800 736 776 (1800 SeMPRO)

Weblink: <https://www.defence.gov.au/about/contact-us/sexual-misconduct-prevention-response-office>

Hours or operation: Mental health professionals are available 24/7

What they offer:

Sexual Misconduct Prevention and Response Office (1800 SeMPRO), provides immediate and confidential support and advice to persons impacted by sexual misconduct.

1800 SeMPRO services can be accessed by:

- current or ex-serving Australian Defence Force (ADF) members
- current Defence Australian Public Service employees
- current Defence contractors
- current ADF cadets, Instructors and Officers of cadets
- commanders, managers, colleagues, friends, and family members.
- Support and advice is confidential and accessible without needing to make a report to Defence, the military police, or civilian police. Clients may choose to remain anonymous.

Support is customised to each client's unique needs. Assistance with strategies is provided, such as how to help support a friend or approach a difficult conversation in order to promote the wellbeing of everyone involved.

1800 SeMPRO can help with navigating Defence and civilian health care and legal services. Clients are guided and supported through reporting, investigation, and legal proceedings as desired. Investigative services are not provided.

Services are available via phone and email from any location; wherever clients feel most comfortable.

Email: [sempro@defence.gov.au](mailto:sempro@defence.gov.au)

Service type: Support

### **Qlife**

Phone number: 1800 184 527

Weblink: <https://qlife.org.au/>

Hours or operation: 3pm to midnight, every day

What they offer:

QLife provides anonymous and free LGBTIQ+ people and their loved ones with peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, relationships.

Online webchat: Available

Service type: Victim-led Network Support

### **With you we can**

Weblink: <https://withyouwecan.org/our-purpose/>

What they offer:

With You We Can is a victim-led network demystifying the police and legal processes for victims of sexual violence while working to improve them. Uniquely informed by both sector and lived expertise, they want victims for whom it is safe to report to be empowered to do so, and for all victims to be informed of their options.

Email: [info@withyouwecan.org](mailto:info@withyouwecan.org)

Service type: Support

### **Rainbow Sexual, Domestic and Family Violence Helpline**

Phone number: 1800 497 212

Weblink: <https://fullstop.org.au/get-help/our-services/rainbowviolenceandabusesupport>

Quick-exit function: Available

Hours or operation: 24/7 telephone support

What they offer:

Anyone in Australia who is from the LGBTQIA+ community who has recently or in the past experienced sexual domestic or family violence.

Family members, friends and supporters of someone from the LGBTQIA+ community who has experienced sexual domestic or family violence.

Others who may be impacted by violence targeted toward the LGBTQIA+ community, including professionals.

Email: [info@fullstop.org.au](mailto:info@fullstop.org.au)

Service type: Support

**The National Disability Abuse and Neglect Hotline**

Phone number: 1800 880 052

Weblink: <https://www.jobaccess.gov.au/complaints/hotline>

Hours or operation: Monday to Friday, 9am to 7pm Australian Eastern Standard Time (AEST) and Australian Eastern Daylight-Saving Time (AEDST), excluding Australian national public holidays.

What they offer:

The Hotline staff who answer calls understand disability, are sensitive to the needs of people with disability and are aware of issues in the disability sector. In some instances, they will be able to provide immediate advice to callers. Advocacy services can also be arranged for callers with disability who need help to report an allegation.

Email: [hotline@workfocus.com](mailto:hotline@workfocus.com)

Service Type: Police

**Police**

Phone number: 000

Weblink: Each state/territory has its own police website. Please search online or refer to the websites we have listed in the state/territory information.

Hours or operation: Available 24 hours 7 days a week

What they offer: Refer to each state for their approach to responding

In Person: Police can attend to you in person at your local police station.

## **Examples of additional reporting options**

### **Reporting inappropriate behaviour towards children online**

#### **Australian Centre to Counter Child Exploitation (ACCE)**

Weblink: <https://www.accce.gov.au/report>

Quick-exit function: Yes

What they offer:

Have you seen inappropriate behaviour towards children online?

Suspected online grooming or inappropriate contact.

An individual having a conversation with a child online and saying and doing inappropriate things or trying to meet in person.

Live streaming and consuming child sexual abuse material.

Coercing and blackmailing children for sexual purposes, including sexual extortion.

There is no information too small or insignificant. Something that may appear small or insignificant could prove vital to a police investigation. It is important to understand that the police are here to protect children from online child sexual abuse. They will not blame or criticise you for being a victim.

### **Report image-based abuse**

#### **eSafety Commissioner**

Weblink: <https://www.esafety.gov.au/report>

Quick-exit function: No

What they offer: eSafety helps Australians prevent and deal with harm caused by serious online abuse or illegal and restricted online content. International visitors to this website should seek help in their own country. We can investigate cyberbullying of children, adult cyber abuse, image-based abuse (sharing, or threatening to share, intimate images without the consent of the person shown) and illegal and restricted content.

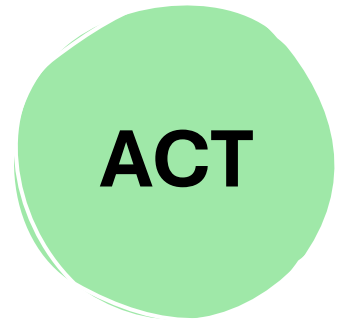
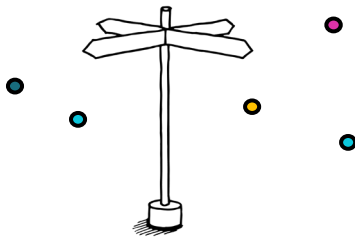
### **Removing online explicit content**

#### **Take It Down.**

Weblink: <https://takeitdown.ncmec.org/>

Quick-exit function: No

What they offer: Having nudes online is scary, but there is hope to get it taken down. This service is one step you can take to help remove online nude, partially nude, or sexually explicit photos and videos taken before you were 18. The National Center for Missing & Exploited Children is the United States' largest and most influential child protection organization. We lead the fight to protect children, creating vital resources for them and the people who keep them safe. Every child deserves a safe childhood.



## Australian Capital Territory

### Summary:

- Forensic and Medical Sexual Assault Care (FAMSAC)
- Canberra Rape Crisis Centre (CRCC)
- Domestic Violence Crisis Service (DVCS)
- Victim Support ACT
- The Nguru Program
- SAMSSA (Service Assisting Male Survivors of Sexual Assault)
- Victim Support ACT at the ACT Human Rights Commission
- Police - Sexual Assault response
- Police - Domestic and Family Violence response
- Legal Aid ACT
- Women's Legal Centre ACT (WLC)
- Women's Legal Centre ACT (WLC) Mulleun Mura team
- Older Persons Advocacy Network

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

Service Type: Forensic and Medical Service

### **Forensic and Medical Sexual Assault Care (FAMSAC)**

Phone number: : (02) 5124 2185 or call The Canberra Hospital Switchboard on (02) 5124 0000

Weblink: [www.health.act.gov.au/services-and-programs/sexual-health/sexual-assault-care](http://www.health.act.gov.au/services-and-programs/sexual-health/sexual-assault-care)

Quick-exit function: The FAMSAC website does not have a quick exit button.

Hours or operation: 8:30am-5pm

What they offer:

Forensic and Medical Sexual Assault Care (FAMSAC) provides a safe and caring environment for victims of sexual assault. FAMSAC doctors and nurses are available every day of the year for forensic examination and medical care following sexual assault and referrals for sexual assault counselling. You have the option to choose a male or female doctor.

This service is located at The Canberra Hospital and is free to all patients and information and treatment is strictly confidential.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service type: Support

### **Canberra Rape Crisis Centre (CRCC)**

Phone number: (06) 6247 2525

Weblink: [www.crcc.org.au/](http://www.crcc.org.au/)

Quick-exit function: Available

Hours or operation: 7am to 11pm, 7 days a week

What they offer:

CRCC is available for any woman, man or child who has experienced any form of sexual abuse (adult rape, childhood sexual abuse, ritual abuse or sexual harassment) whether it is a recent assault or an assault that happened years ago. CRCC counselling, crisis appointments and advocacy appointments are available on the phone. A 24-hour callout service to police and forensic services is open for those wishing to report sexual assault. CRCC is staffed by specially trained workers. Their services are free and confidential.

Text option: 0488 586 518

Online webchat: Not available

In Person: Counsellor/advocates are able to attend call outs to police to report sexual violence or provide support for forensic medical services 24 hours a day, 7 days per week, including weekends and public holidays. Forensic medical services will be attended by CRCC, where directed by the Police and the Forensic and Medical Sexual Assault Care (FAMSAC) team.

Email: [crcc@crcc.org.au](mailto:crcc@crcc.org.au)

Service type: Support

**Domestic Violence Crisis Service (DVCS)**

Phone number: (06) 6280 0900

Weblink: [dvcs.org.au](http://dvcs.org.au)

Quick-exit function: Available

Hours or operation: Available 24 hours 7 days

What they offer: DVCS provides free 24/7 crisis intervention services to anyone who is experiencing, or has experienced, domestic and family violence. DVCS crisis services are provided 365 days a year and include telephone support, attendance with police at domestic and family violence incidents, access to safe emergency accommodation, safety planning, and referrals to support services. When you call DVCS you will speak to someone specially trained in crisis intervention and support who understands domestic and family violence—someone who will listen and believe you.

Text option: Not available

Online webchat: Not available

In Person: Available

Email: [crisis@dvcs.org.au](mailto:crisis@dvcs.org.au)

Service type: Support

**Victim Support ACT**

Phone number: 02 6205 2222. Free call: 1800 8222 72

Weblink: <https://www.victimsupport.act.gov.au/>

Quick-exit function: Not available

Hours or operation: Not stated

What they offer: Victim Support ACT (VSACT) can work with you to help you access your rights and entitlements and assist you with your recovery. They provide a range of services that are free and confidential. You do not need to have reported the crime to police to access most of our services.

Text option: Not available

Online webchat: Not available

In Person: Available

Email: You can contact Victim Support ACT using the [Human Rights Commission contact us](#) form

Service type: Support

**The Nguru Program**

Phone number: (02) 6247 2525

Weblink: <https://crcc.org.au/the-nguru-program/>

Quick-exit function: Not available

Hours or operation: 9am to 5pm, Monday to Friday

What they offer: The Nguru Program provides culturally appropriate counselling for members of the Aboriginal and Torres Strait Islander community, who have experienced sexual assault, and their families. Nguru aims to help service users assess their circumstances and relationships, and to make choices, decisions and plans for the future. The Nguru programs approach is holistic, and family centred. Assistance is provided through discussions with professional counsellors in individual and group sessions (where appropriate).

Text option: Not available

Online webchat: Not available

In Person: Available

Email: [crisis@crcc.org.au](mailto:crisis@crcc.org.au)

Service type: Support

**SAMSSA (Service Assisting Male Survivors of Sexual Assault)**

Phone number: (02) 6247 2525

Weblink: <https://samssa.org.au>

Quick-exit function: Not available

Hours or operation: 7:00am-11:00pm (24-hour support via police reporting)

What they offer: A support service for male survivors of sexual assault. It provides counselling, advocacy and support for men 16 years and older, including their supporters. Male offenders of sexual violence are not eligible to be seen. Services include telephone and face to face counselling, referral to other services, community education, and groups.

Text option: 0488 586 518

Online webchat: Not available

In Person: Available

Email: [samssa@crcc.org.au](mailto:samssa@crcc.org.au)



Service type: Support

### **Victim Support ACT at the ACT Human Rights Commission**

Phone number: (06) 6205 2222

Weblink: <https://www.hrc.act.gov.au/victim-support>

Quick-exit function: Not available

Hours or operation: 9am to 5pm, Monday to Friday

What they offer: You can call the Commission's office if you need to talk about safety, legal assistance, support services and safety planning. There are many different types of crime and depending on the type of crime you have been subjected to, there are different services available. There may also be differences in the way a person goes through the criminal justice system, or the way you give evidence. Family violence and sexual assault are typically dealt with differently to other crimes. Learn more by calling the office or visiting the website.

Text option: Not available

Online webchat: Not available

In Person: Available

Email: <https://hrc.act.gov.au/contact-us>

Service Type: Police

### **Police - Sexual Assault response**

Phone number: 131 444

Weblink: <https://www.police.act.gov.au/crime/sexual-assault>

Quick-exit function: Available

Hours or operation: Available 24 hours 7 days

What they offer: You can report any incident of sexual assault to police regardless of how long ago it happened. If you have been sexually assaulted, they encourage you to call police on 131 444, visit a police station or hospital as soon as possible so your safety and health can be assessed.

ACT Policing's Sexual Assault and Child Abuse Team (SACAT) are a specialist team dedicated to investigating sexual assault committed against adults and children in the ACT. Their priority is ensuring the safety and wellbeing, both mentally and physically, of victims and survivors of sexual assault.

ACT Policing work closely with the Canberra Rape Crisis Centre who provide confidential counselling services free of charge and can assist you with attending hospital, provide advice and support through criminal justice proceedings and refer you to practitioners to assist in your recovery.

Text option: Not available

Online webchat: Not available

In Person: Visit any of our five police stations in the ACT. An officer will be able to assist you immediately to discuss the incident and your options going forward.

Email: <https://forms.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1662>

Service Type: Police

**Police - Domestic and Family Violence response**

Phone number: 131 444

Weblink: [www.police.act.gov.au/safety-and-security/family-violence](http://www.police.act.gov.au/safety-and-security/family-violence)

Quick-exit function: Available

Hours or operation: Available 24 hours 7 days

What they offer: ACT Policing is strongly committed to protecting the community against family violence. The ACT Family Violence Coordination Unit responds to incidents of family violence. Early action by witnesses in reporting domestic violence will enable police to respond and prevent physical harm and de-escalate potentially dangerous situations.

Text option: Not available

Online webchat: Not available

In Person: Visit any of our five police stations in the ACT. An officer will be able to assist you immediately to discuss the incident and your options going forward.

Email: <https://forms.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1662>

Service Type: Legal

**Legal Aid ACT**

Phone number: 1300 654 314, Family Violence and Personal Protection Unit: (02) 62071874

Weblink: [www.legalaidact.org.au/](http://www.legalaidact.org.au/)

Quick-exit function: Available

Hours or operation: Available 24 hours 7 days

What they offer: Legal Aid ACT helps people in the ACT with their legal problems, especially people who are socially or economically disadvantaged. They can help in criminal law, family law and some civil law matters. Many of Legal Aid's duty services at the courts are free and do not require a grant of Legal Aid.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: [legalaid@legalaidact.org.au](mailto:legalaid@legalaidact.org.au)

Service Type: Legal

### **Women's Legal Centre ACT (WLC)**

Phone number: Phone from Canberra: (06) 6257 4377, from outside Canberra: 1800 634 669

Weblink: <https://womenslegalact.org/get-help/>

Quick-exit function: Available

Hours or operation: 9am to 5pm, Monday to Friday

What they offer: They have a team of expert lawyers that can provide you with information, legal advice and representation. They understand you might need more than legal advice to take the next step, so they also have a team of Social Workers and an Aboriginal Case Manager that can support you. Their services are free. They can help with:

- Divorce & separation
- Arrangements for children and property following separation.
- Domestic and family violence
- Problems at work
- Engaging with Child Protection
- Discrimination & sexual harassment
- Financial assistance for victims of crime applications

Text option: Not available

Online webchat: Not available

In Person: At their centre

Email: [admin@wlc.org.au](mailto:admin@wlc.org.au)

Service Type: Legal

### **Women's Legal Centre ACT (WLC) Mulleun Mura team**

Phone number: Phone from Canberra: (06) 6257 4377 from outside Canberra: 1800 634 669

Weblink: <https://wlc.org.au/get-help/our-services-and-programs/mulleun-mura/>

Quick-exit function:

Hours or operation: 9am to 5pm, Monday to Friday

What they offer: They will yarn with you about what you need. They will work together with you, so you get the right help for your situation. This might be through:

- helping you unpack the issues to understand what legal issues you have
- legal advice
- legal representation in your matter
- support and advice about domestic and family violence
- cultural support
- connecting you to other supports

They are not mandatory reporters. They are mob. They come from families just like yours and understand the barriers and trauma that can make it hard for First Nations women to engage with services and the legal system. They respect your ability to look after yourself and your family – they are there as a professional support to you.

Text option: Not available

Online webchat: Not available

In Person: By appointment

Email: Not available

Service type: Support

**Older Persons Advocacy Network**

Phone number: 1800 700 600

Weblink: <https://opan.org.au/support/abuse-of-older-people/>

Quick-exit function: Not available

Hours of operation: 8am-8pm Mon-Fri | 10am-4pm Sat to be connected to your local advocate.

What they offer: They deliver education about the abuse of older people and provide information and individual advocacy support to older people who are seeking or receiving Australian Government-funded aged care services, who may also be experiencing or at risk of abuse. Our [National Elder Abuse Prevention and Advocacy Framework](#) provides more information.

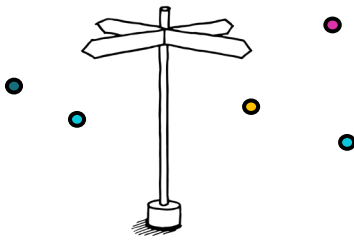
1800 Elder Help is a national free call phone number that automatically redirects callers seeking information and advice about the abuse of older people with an existing phone line service in their state or territory. Connect to the helpline by calling [1800 353 374](tel:1800353374) or your state or territory support service, which is listed on the [abuse support services page](#).

Text option: Not available

Online webchat: Mobile App available

In Person: Not available

Email: Not available



## **New South Wales**

### **Summary:**

- Domestic Violence Legal Advice Line
- Women's Legal Advice Line
- Wirringa Baiya
- First Nations Women's Legal Program
- NSW Police Force (NSWPF)
- Sexual Assault Reporting Option (SARO)
- Victims Access Line
- Victims Access - Aboriginal Contact Line
- NSW Health specialist Sexual Assault Services (SAS)
- Inner City Legal Centre, Safe Relationships Project
- ACON
- Immigrant Women's Speak Out Association

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

Service Type: Legal

**Domestic Violence Legal Advice Line**

Phone number: (02) 8745 6999, 1800 810 784 (rural)

Weblink: <https://www.wlsnsw.org.au/legal-services/>

Quick-exit function: Not available

Hours or operation:

Mondays: 1:30pm–4:30pm

Tuesdays: 9:30am–12:30pm

Thursdays: 1:30pm–4:30pm

Fridays: 9:30am-12:30pm

What they offer: Free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders.

Text option: Not available

Online webchat: Not available

In Person: WLS NSW provides face-to-face legal advice through a number of outreach programs.

Email: Not available

Service Type: Legal

**Women’s Legal Advice Line**

Phone number: (02) 8745 6988, 1800 801 501 (rural)

Weblink: <https://www.wlsnsw.org.au/legal-services/>

Quick-exit function: Not available

Hours or operation:

Mondays: 1:30pm–4:30pm

Tuesdays: 9:30am–12:30pm

Thursdays: 1:30pm–4:30pm

Fridays: 9:30am-12:30pm

What they offer: Free confidential legal information, advice and referrals for women in NSW with a focus on family law, childcare and protection, Victims Support, and sexual assault.

Text option: Not available

Online webchat: Not available

In Person: WLS NSW provides face-to-face legal advice through a number of outreach programs.

Email: Not available

Service Type: Legal

**Wirringa Baiya**

Phone number: 02 9569 3847, Free Call: 1800 686 587, Women in NSW Correctional Centres are able to contact us for free on the CADL on #20

Weblink: <https://www.wirringabaiya.org.au/services>

Quick-exit function: Available

Hours or operation: 9am to 5pm

What they offer: Wirringa Baiya is a state-wide community legal centre for Aboriginal women, children and youth. Wirringa Baiya focuses on issues relating to violence.

Text option: Available if first send a message via <https://www.wirringabaiya.org.au/contact>

Online webchat: Not available

In Person: At Addison Community Centre Building 13, 142 Addison Road Marrickville NSW

Email: [info@wirringabaiya.org.au](mailto:info@wirringabaiya.org.au)

Service Type: Legal

**First Nations Women's Legal Program**

Phone number: (02) 8745 6977, 1800 639 784 (rural)

Weblink: <https://www.wlsnsw.org.au/legal-services/indigenous-womens-legal-program/>

Quick-exit function: Not available

Hours or operation:

Mondays: 10am–12:30pm

Tuesdays: 10am–12:30pm

Thursdays: 10am–12:30pm

What they offer: Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.

Text option: Not available

Online webchat: Request form available <https://www.wlsnsw.org.au/legal-services/wwls/request/>

In Person: Make an appointment at one of our outreaches in Blacktown, Liverpool and Penrith

Email: Not available

Service Type: Police

### **NSW Police Force (NSWPF)**

Phone number: In an emergency call (000) For all general enquiries, including non-emergencies

Police Assistance Line Telephone: 131 444

For interstate callers: 1800 725 631

For international callers: +61 2 4352 0444

Weblink: [https://www.police.nsw.gov.au/crime/domestic\\_and\\_family\\_violence](https://www.police.nsw.gov.au/crime/domestic_and_family_violence)

Quick-exit function: Available

Hours or operation: Available 24 hours, 7 days

What they offer: “The NSW Police Force is committed to using all lawful means to police domestic and family violence. This includes wherever possible:

- removing offenders from the victim (victim safety is a priority)
- taking out an Apprehended Domestic Violence Order (ADVO) on behalf of victims and any children living or spending time with the victim (whether they are by consent or not)
- investigating breaches of ADVOs
- developing solutions to managing repeat offenders”

More information about domestic and family violence, how the NSW police responds to other forms of crime and works with other services can be found on the above weblink.

Text option: Not available . For hearing / speech impaired TTY: (02) 9211 3776

Online webchat: Not available

In Person: At local police station, Your Local Police Station can be found through the [Police Station Search](#) button on the website.

Email: Not available

Service Type: Police

### **Sexual Assault Reporting Option (SARO)**

Phone number: Not available

Weblink: [https://portal.police.nsw.gov.au/adultsexualassault/s/sexualassaultreportingoption?language=en\\_US](https://portal.police.nsw.gov.au/adultsexualassault/s/sexualassaultreportingoption?language=en_US)

Quick-exit function: Available

Hours or operation: Available 24 hours, 7 days

What they offer: If you do not want to speak directly with a police officer, but you want the police to know you have been sexually assaulted you can complete the online Sexual Assault Reporting Option (SARO) through the community portal. Information received via the SARO is treated with the utmost confidentiality and recorded on a secure and restricted NSW Police Force database.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: [SARO@police.nsw.gov.au](mailto:SARO@police.nsw.gov.au)



Service type: Support

**Victims Access Line**

Phone number: 1800 633 063

Weblink: <https://victimsservices.justice.nsw.gov.au/victims-services/about-us.html>

Quick-exit function: Available

Hours or operation: Monday-Friday, 9am-5pm

What they offer: We provide access to counselling and financial assistance to victims of violent crime in NSW under the Victims Support Scheme, promote the Charter of Victims Rights and deliver related programs.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: [vs@dcj.nsw.gov.au](mailto:vs@dcj.nsw.gov.au)

Service type: Support

**Victims Access - Aboriginal Contact Line**

Phone number: tel:1800019123

Weblink: <https://victimsservices.justice.nsw.gov.au/victims-services/how-can-we-help-you/victims-support-scheme.html>

Quick-exit function: Monday-Friday, 9am-5pm

Hours or operation:

What they offer: The Victims Support Scheme helps people who are victims of a violent crime in NSW. If you have been injured by a violent crime, they may be able to help you access counselling, financial assistance for immediate needs and economic loss, funeral expenses and recognition payment.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: [vs@dcj.nsw.gov.au](mailto:vs@dcj.nsw.gov.au)

Service type: Support

### **NSW Health specialist Sexual Assault Services (SAS)**

Phone number: Not available

Weblink: <https://www.health.nsw.gov.au/parvan/sexualassault/Pages/health-sas-services.aspx>

What they offer: NSW Health has a network of specialist Sexual Assault Services (SAS) delivered by local health districts. Every local health district has a Sexual Assault Service that operates 24 hours a day, seven days a week. For service locations and contact details, view the NSW Health Sexual Assault Services contact list.

Sexual Assault Services provide services to:

- clients/patients
- crisis and ongoing counselling which includes the provision of information and support.
- a specialised medical service which always includes general health and wellbeing assessment and treatment, if needed, and can include the collection of evidence (e.g DNA) related to the assault for legal purposes.
- support for non-offending family members, significant others and carers
- advocacy
- court preparation, court support and court reports

Text option: Not available

Online webchat: Not available

In Person: Refer to links to services that provide face to face support.

Email: Not available

Service type: Support

### **Inner City Legal Centre, Safe Relationships Project**

Phone number: (02) 9332 1966

Weblink: [www.iclc.org.au/srp](http://www.iclc.org.au/srp)

Quick-exit function: Not available

Hours or operation: To make an appointment please call ICLC on 02 9332 1966 between 10am-12pm, and 2pm-4pm. You will be asked to provide some in-take processes and an outline of your legal issue. If you are eligible for these services, you may then be offered a half hour appointment between 6pm-7:30pm on a Monday or Tuesday evening. Please note that all evening appointments are currently operating remotely.

What they offer: Free legal advice and court support for LGBTIQ people experiencing DFV in NSW.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service type: Support

### **ACON**

Phone number: (02) 9206 2000

Weblink: [www.acon.org.au](http://www.acon.org.au)

Quick-exit function: Not available

Hours or operation: Not available

What they offer: They provide low-cost confidential short-term counselling (up to 12 sessions) for sexuality and gender diverse people aged 18 years or older seeking support for their mental health and wellbeing. Fully qualified volunteer counsellors in Sydney use a solution focused model and a range of other therapeutic approaches to support people to manage life's challenges. They also provide a limited number of places with our employed counsellors in the regional offices. This service is a low-cost option prioritised for people seeking counselling support who are not eligible for Medicare or have limited resources to access private options. Fees for this service are negotiated according to individual circumstances. LGBTQ+ counselling is available via telehealth or in person (in Surry Hills) on Tuesday and Thursday evenings. For appointment options in regional NSW please contact the relevant office. ACON provides specialist Care Coordination & Counselling support, information and referral services to LGBTQ+ people who have experienced sexual, domestic and family violence or have had increased risk to their safety during the COVID period. This is a short-term service that helps people to access the necessary supports and services to build safety and improve their mental and physical wellbeing, including health, social, financial and legal support services. This service is offered face to face in Sydney. It is also available via telehealth for people living in Sydney or across regional NSW.

Text option: Not available

Online webchat: Not available

In Person: These services are delivered in person in Sydney, Newcastle and Lismore.

Email: Not available

Service type: Support

### **Immigrant Women's Speak Out Association**

Phone number: (02) 9635-8022

Weblink: <https://www.speakout.org.au>

Quick-exit function: Not available

Hours or operation: Not available

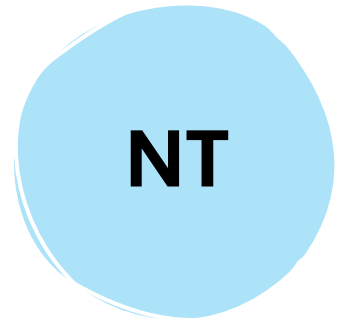
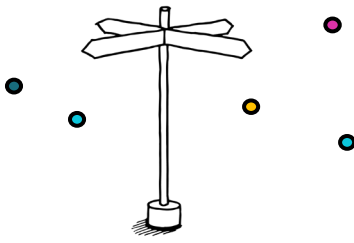
What they offer: Speak Out is a key organisation for migrant and refugee women within NSW. They support women experiencing domestic and family violence or who are at risk of homelessness due to violence or abuse. They provide information, guidance and other direct services. They help women access the resources they need to live independently, free from violence, exploitation and discrimination. They also help women break down the structural barriers that would otherwise prevent them from participating fully in the society.

Text option: Not available

Online webchat: Available

In Person: Not available

Email: [info@spekout.org.au](mailto:info@spekout.org.au)



## Northern Territory

### Summary:

- Central Australian Aboriginal Family Legal Unit
- Northern Australian Aboriginal Family Violence Legal Service (NAAFLS)
- Central Australian Women's Legal Service (CAWLS)
- Northern Territory Legal Aid Commission
- Top End Women's Legal Service (TEWLS)
- Northern Territory Police Force
- Sexual Assault Referral Centre
- Ruby Gaea
- NT Community

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

Service Type: Legal

**Central Australian Aboriginal Family Legal Unit**

Phone number: Alice 1800 088 884, Tennant Creek 1800 068 830

Weblink: <https://www.caafllu.com.au/>

Quick-exit function: Available

Hours or operation: 8:30am – 5pm on Monday to Friday.

What they offer: Provides culturally appropriate legal advice and support services to Aboriginal and Torres Strait Islander people who have experienced or are experiencing family violence or sexual assault in Central Australia and the Barkly Region.

Text option: Not available

Online webchat: Not available

In Person: At the offices

Email: [caafllu@caafllu.com.au](mailto:caafllu@caafllu.com.au)

Service Type: Legal

**Northern Australian Aboriginal Family Violence Legal Service (NAAFLS)**

Contact details: Darwin Office

Telephone: (08) 8923 8200 Toll Free: 1800 041 998 Fax: (08) 8927 5942

Email: [admin@naafls.com.au](mailto:admin@naafls.com.au)

Katherine Office

Telephone: (08) 8972 3200 Toll Free: 1800 184 868 Fax: (08) 8972 3277

Email: [kadmin@naafls.com.au](mailto:kadmin@naafls.com.au)

Nhulunbuy

Telephone: (08) 8923 8200 Toll free: 1800 041 998

Email: [admin@naafls.com.au](mailto:admin@naafls.com.au)

Weblink: <https://www.ntcommunity.org.au/service/north-australian-aboriginal-family-legal-service/>

Quick-exit function: Available

Hours or operation: Office Hours: Monday to Friday 8:30am - 4:30pm

What they offer: They provide support, education, and legal representation for Aboriginal and Torres Strait Islander people in matters relating to domestic, family and sexual violence. They offer services to the whole of the Top End, East Arnhem and Big River regions of the NT. They specialise in delivering services to people living in remote communities and operate through the bush court system.

Text option: Not available

Online webchat: Not available

Service Type: Legal

**Central Australian Women's Legal Service (CAWLS)**

Phone number: Free Call 1800 684 055

Weblink: Online form <https://cawls.org.au/contact/>

Quick-exit function: Available

Hours or operation: 8:30am – 5pm on Monday to Friday

What they offer: The team can help with information about legal issues, legal advice and representation, referral to support services, community legal education and law reform advocacy. Special concern is extended to women who are affected by domestic violence, living in remote communities or unable to afford access to other legal services. CAWLS offices are located in Alice Springs/Central Australia and Tennant Creek.

Text option: Not available

Online webchat: Not available

In Person: Offices in Alice and Tennant Creek

Email: [enquiries@cawls.com.au](mailto:enquiries@cawls.com.au)

Service Type: Legal

**Northern Territory Legal Aid Commission**

Phone number: 1800 019343 Aboriginal and Torres Strait Islander people can talk to the Helpline in their languages by calling the Aboriginal Interpreter Service on 1800 334 944 and asking to connect to Legal Aid

Weblink: <https://www.legalaid.nt.gov.au/about-ntlac/our-services/>

Quick-exit function: Available

Hours or operation: Monday to Friday 8.00am to 4.30pm

What they offer: Free information from qualified operators, who can:

- give you clear answers to questions over the phone.
- help you work out what to do next.
- tell you the best place to go for more help.
- organise an appointment for free legal advice.

Text option: Not available

Online webchat: Available

In Person: Your nearest [Legal Aid office](#) runs clinics in family law, criminal law and civil law matters.

Email: via online form

Service Type: Legal

**Top End Women's Legal Service (TEWLS)**

Phone number: Free call: 1800 234 441

Weblink: <https://tewls.org.au/services/how-we-can-help/>

Quick-exit function: Available

Hours or operation: 8:30am – 4:30pm on Monday to Friday

What they offer: TEWLS provides free legal advice for all women in the Top End.

TEWLS can help you with your legal matters – they can help you to understand what the law is and how it works, as well as your rights, responsibilities and options under the law.

TEWLS can:

- Give free legal advice to all women or people who identify as women;
- Provide free legal casework and representation services on a case-by-case basis;
- Give free legal information and referral services to all women or people who identify as women;
- Provide community legal education; and
- Advocate on behalf of women about systemic issues and/or issues of significance for women, including via law reform submissions and public campaigns.

Text option: Not available

Online webchat: Not available

In Person: With an appointment

Email: [admin@tewls.org.au](mailto:admin@tewls.org.au)

Service Type: Police

**Northern Territory Police Force**

Phone number: For Police assistance where there is no immediate danger, please call 131444.

Always call 000 in an emergency.

Weblink: [www.pfes.nt.gov.au/contact-us/police-general-enquiries](http://www.pfes.nt.gov.au/contact-us/police-general-enquiries)

Quick-exit function: Not available

Hours or operation:

What they offer: An easy and convenient way to report non-urgent incidents to the NT Police

Text option: Not available

Online webchat: Not available

In Person: For general enquiries, the local Police stations are listed on the NT Police website.

Email: Not available

Service type: Support

**Sexual Assault Referral Centre**

Phone number:

Darwin: (08) 8922 6472

Katherine: (08) 8973 8524

Tennant Creek: (08) 8962 4361

Alice Springs: (08) 8955 4500

Alice Springs - after hours: 0401 114 181

Weblink: <https://nt.gov.au/wellbeing/hospitals-health-services/sexual-assault-referral-centres>

Quick-exit function: Not available

Hours or operation: In the Darwin and Alice Springs SARC you can get 24-hour medical assistance from doctors if you have been recently sexually assaulted.

What they offer: Sexual assault referral centres (SARC) can give you support if you have experienced sexual assault. Sexual assault can be verbal harassment, unwanted touching or an attack.

Text option: Not available

Online webchat: Not available

In Person: In certain areas

Email: Not available

Service type: Support

**Ruby Gaea**

Phone number: 088-945-0155

Weblink: <https://rubygaea.net.au>

Quick-exit function: Not available

Hours or operation: Monday to Friday 9am to 5pm.

What they offer: Free & confidential counselling for women & children (girls and boys from 5 to 17 years) who have experienced sexual assault at any time in their lives.

Ruby Gaea is a specialist service, and they strive to provide a client focused, trauma informed, best practice service in a non-clinical environment. They strive to share their skills and communicate honestly and directly, by providing a range of services in accordance with their unique accredited status.

Text option: Not available

Online webchat: Not available

In Person: Available

Email: [info@rubygaea.net.au](mailto:info@rubygaea.net.au)



Service type: Support

**NT Community**

Phone number: Not available

Weblink: <https://www.ntcommunity.org.au/category/domestic-family-sexual-violence/page/3/>

Quick-exit function: Available

Hours or operation: Not applicable

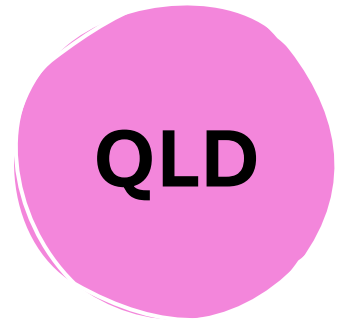
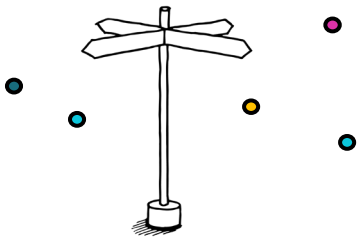
What they offer: NT community is a free online directory for community members to access community services in the NT, helping people find the organisations and support they need.

Text option: Not applicable

Online webchat: Not applicable

In Person: Not applicable

Email: Not applicable



## Queensland

### Summary:

- Sexual Assault Helpline
- Women's Legal Services Queensland
- North Queensland Women's Legal Service
- Legal Aid Queensland
- Legal Aid Queensland Counselling Notes Protect service.
- Bravehearts
- DVConnect
- Adult Sexual Assault - Queensland Police Service (QPS)
- Domestic Violence - Queensland Police Service (QPS)
- Mensline
- Queensland Health

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

Service type: Support

### **Sexual Assault Helpline**

Phone number: 1800 010 120

Weblink: 1800 010 120

Quick-exit function: Available

Hours or operation: 7:30am – 11:30pm, 7 days

What they offer: Sexual assault can happen to anyone, and it is never your fault. You are not alone. Reaching out for support is an extremely brave thing to do. The Sexual Assault Helpline team are specialist counsellors who will always listen and believe you. Call the team for advice and support on 1800 010 120. You can choose to be anonymous.

Text option: Not available

Online webchat: Webchat currently closed as of February 2024

In Person: Not available

Email: Not available

Service Type: Legal

### **Women's Legal Services Queensland**

Phone number: 1800957957 and for Rural and regional and remote callers 1800 457 117.

Weblink: <https://wlsq.org.au>

Quick-exit function: Available

Hours or operation: 9:00am to 4:30pm AEST, Monday to Friday

What they offer: Women's Legal Service Queensland (WLSQ) is a community legal centre offering free legal assistance to women. They have offices in Brisbane (Annerley), Caboolture, Ipswich and at the Gold Coast (Southport).

They provide legal advice and support with domestic and family violence, family separation or divorce, parenting, child safety and protecting counselling notes in sexual assault matters.

WLSQ does not regularly represent clients in ongoing matters.

Text option: Not available

Online webchat: Not available

In Person: They hold free Monday evening legal advice sessions for women with family law, domestic violence and/or child protection matters.

Email: Not available

Service Type: Legal

**North Queensland Women's Legal Service**

Phone number: 1800 244 504

Weblink: <https://www.nqwls.com.au/rural-regional-remote-legal-assistance>

Quick-exit function: Available

Hours or operation: Business hours

What they offer: They provide access to justice for the women of rural, regional and remote Queensland

Text option: Not available

Online webchat: Online web form only

In Person: Not available

Email: Not available

Service Type: Legal

**Legal Aid Queensland**

Phone number: 1300 65 11 88 OR

Aboriginal and Torres Strait Islander Information Line on 1300 65 01 43.

Weblink: <https://www.legalaid.qld.gov.au/Get-legal-help/Help-over-the-phone>

Quick-exit function: Available

Hours or operation: Monday to Friday, 8.30am to 4.30pm (AEST) excluding public holidays.

What they offer: They will listen to your problem and may be able to give you general legal information. They'll also tell you about our services and how to access them. They will arrange a legal advice session with a lawyer if your problem is more serious and you meet our eligibility criteria. You can get legal advice over the phone or by visiting one of our offices around Queensland.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service Type: Legal

**Legal Aid Queensland Counselling Notes Protect service.**

Phone number: 1300 267 762

Weblink: <https://www.nqwls.com.au/rural-regional-remote-legal-assistance>

Quick-exit function: Available

Hours or operation: The easiest way to obtain legal advice is to contact by telephone at either the Cairns or Townsville office or on the 1800 Line. In most instances, women are able to receive a call back from one of lawyers the same day or at latest, the next business day. They also are able to provide legal advice by video conference.

What they offer: If you are a survivor of sexual assault and someone is trying to access your counselling records in a court case you should get immediate legal advice.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service type: Support

**Bravehearts**

Phone number: 1800 272 831

Weblink: <https://bravehearts.org.au/get-help/>

Quick-exit function: Available

Hours or operation: Monday to Friday, 8.30am to 4.30pm (AEST) excluding public holidays.

What they offer: Explore the options here to find support and help for child sexual abuse, whether it be for yourself or a loved one. PLEASE NOTE that Bravehearts does not investigate crimes of child sexual abuse. The focus of their work is to support those affected by this crime, including; supporting children, young people and families through their counselling services. Supporting adult survivors seeking Redress through Beyond Brave and providing early intervention for young people with sexual behaviour problems through our Turning Corners program.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service type: Support

**DVConnect**

Phone number: 1800 811 811 (free call)

Weblink: <https://www.dvconnect.org>

Quick-exit function: Available

Hours or operation: 7:30am – 11:30pm, 7 days.

What they offer: DVConnect provides a 24-hour crisis assistance and support phone line for women and children affected by domestic and family violence across Queensland. If you are not sure if what you are experiencing is abuse, call them for a confidential chat.

Text option: Not available

Online webchat: Webchat currently closed as of February 2024

In Person: Not available

Email: Not available

Service Type: Police

**Adult Sexual Assault - Queensland Police Service (QPS)**

Phone number: If someone is in danger or a crime is happening now, phone Triple Zero (000).

Weblink: <https://www.police.qld.gov.au/units/victims-of-crime/support-for-victims-of-crime/adult-sexual-assault>

Quick-exit function: Not available

Hours or operation: Online information

What they offer: A guide for victims of sexual violence

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service Type: Police

**Domestic Violence - Queensland Police Service (QPS)**

Phone number: If someone is in danger or a crime is happening now, phone Triple Zero (000).

For all other DFV-related matters, phone police on 131 444, 24 hours, 7 days a week.

Weblink: <https://www.police.qld.gov.au/domestic-violence>

Quick-exit function: Select "Close this site" button.

Hours or operation: 7 days a week

What they offer: "The Queensland Police Service is committed to keeping our communities safe from DFV, collaborating with the DFV service sector and partner agencies to deliver integrated service responses that protect victim survivors and hold perpetrators to account. QLD Police have a LGBTQI+ liaison officers around the state. Alternatively, you can make contact with a police officer or police station by submitting the online form which is hosted on the domestic violence web page."

Text option: Available via <https://www.police.qld.gov.au/units/policelink-131-444/message-service-for-deaf-hearing-impaired-and-vulnerable-persons>

Online webchat: Not available

In Person: You may also attend [any police station](#) across Queensland to report DFV.

Email: <https://forms.police.qld.gov.au/Launch/RequestContact>

Service type: Support

### **Mensline**

Phone number: 1800 600 636

Weblink: <https://www.dvconnect.org/mensline/>

Quick-exit function: Available

Hours or operation: 9am – Midnight, 7 days

What they offer: Every person has the right to a safe and respectful relationship.

DVConnect's Mensline can support men who are using abuse or experiencing abuse in their intimate partner, ex-partner, or familial relationships. Mensline is a free and confidential helpline that assists men to change their abusive behaviours or to access safety from abuse. If you identify as non-binary or gender fluid, you can call the helpline (Womensline or Mensline) you feel most comfortable calling.

Text option: Not available

Online webchat: Webchat currently closed as of February 2024

In Person: Not available

Email: Not available

Service type: Support

### **Queensland Health**

<https://www.health.qld.gov.au/sexualassault/html/contact>

Phone number:

(07) 3646 5207 Brisbane

(07) 3810 1111 Ipswich

(07) 4652 7983 Longreach

(07) 4968 3919 or after hours (07) 4968 6000

(07) 4744 4088 / 0407122165 Mt Isa

(07) 4616 6950 or after hours (07) 4616 6000 Toowoomba

Weblink: <https://www.health.qld.gov.au/sexualassault>

Quick-exit function: Not available

Hours or operation: Varies according to region.

What they offer: Queensland Health's role in responding to recent victims of sexual assault is to provide medical care, forensic medical examinations, sexual health assistance, crisis counselling and information. These responses are provided by public hospitals, the Clinical Forensic Medicine Unit (CMFU) and may include specialist sexual assault teams. The extent and nature of this care varies across health service districts in accordance with local procedures and resources.

Assistance and care in the acute phase includes:

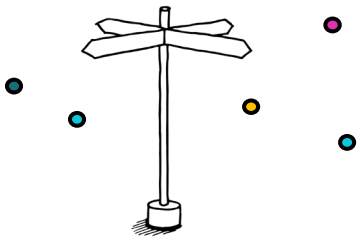
- medical treatment
- collection and documentation of medico-legal evidence where appropriate
- sexual health information and treatment
- information about rights as a victim of crime
- information about reporting to police and legal processes
- support and information extended to support networks.

Text option: Not available

Online webchat: Not available

In Person: Available

Email: Not available



## South Australia

### Summary:

- Women's Legal Service South Australia
- Legal Services Commission of South Australia
- The Law Society of South Australia
- South Australia Police Force
- Yarrow Place Rape and Sexual Assault Service
- Women's Information Service

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>



Service Type: Legal

### **Women's Legal Service South Australia**

Phone number: Phone: 08 8231 8929 Free Call: 1800 816 349

Weblink: <https://www.wlssa.org.au>

Quick-exit function: Not available

Hours or operation:

Legal Information Line operates Monday, Tuesday, Thursday and Friday: 10am – 4pm

What they offer: Women's Legal Service (SA) is a community based legal centre and not-for-profit organisation which provides legal services, assistance and justice to the women of South Australia who are in vulnerable circumstances.

Text option: Not available

Online webchat: Not available

In Person: Outreach to locations across metropolitan Adelaide, rural, regional and remote South Australia

Email: [admin@wlssa.org.au](mailto:admin@wlssa.org.au)

Service Type: Legal

### **Legal Services Commission of South Australia**

Phone number: 1300 366 424

Weblink: <https://lsc.sa.gov.au>

Quick-exit function: Available

Hours or operation: Monday to Friday, 9 am to 4.30 pm

What they offer: Get access to free legal information, find out how to apply for legal aid and get a lawyer to represent you.

Text option: Available

Online webchat: Available

In Person: Not available

Email: Not available

Service Type: Legal

### **The Law Society of South Australia**

Phone number: 08 8229 0200

Weblink: <https://www.lawsocietyasa.asn.au>

Quick-exit function: Not available

Hours or operation: Access our online service any time or call us on (08) 8229 0200 (Mon-Fri | 9am-5pm).

What they offer: The Law Society's 'See a Lawyer Referral Service' connects you with law firms who specialise in your specific area of need, in your preferred location. The law firms participating in our 'See a Lawyer Service' are equipped to handle a wide range of legal issues. Don't navigate the legal system alone, let them help connect you with the right law firms for your problem and discover the difference a dedicated legal professional can make.

Text option: Not available

Online webchat: Available

In Person: Referrals can be made to law firms.

Email: [reception@lawsocietyasa.asn.au](mailto:reception@lawsocietyasa.asn.au)

Service Type: Police

### **South Australia Police Force**

Phone number: Call Triple Zero (000) if the situation is an emergency. Call 131 444 for non-urgent police assistance.

Weblink: <https://www.police.sa.gov.au/your-safety/domestic-violence>

Quick-exit function: Available

Hours or operation: 24 hours a day

What they offer: “South Australia Police supports victims of domestic violence and attends domestic violence situations. We give the highest priority to the protection and ongoing safety of victims and their children”. If you live in the metropolitan area of SA, contact the Family Violence Investigation Section in your District:

Eastern, phone [7322 4890](tel:73224890) Northern, phone [8207 9381](tel:82079381) Western, phone [8207 6413](tel:82076413)

Southern, phone [8392 9172](tel:83929172)

If you live in the country contact the Family Violence Investigation Section at your local police station. You can search by suburb or post code on the website to find your nearest SA police station.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: Not available

Service type: Support

### **Yarrow Place Rape and Sexual Assault Service**

Phone number: 1800 817 421 (Toll-free in SA)

Weblink: <https://www.wchn.sa.gov.au/our-network/yarrow-place>

Quick-exit function: Available

Hours or operation: 24 hours a day

What they offer: Yarrow Place Rape and Sexual Assault Service is a service for anyone who has been sexually assaulted. Yarrow Place provides free and confidential service for people aged 16 years and over at the time of the sexual assault. Services include:

- 24 Hour Crisis Response Service for recent sexual assault—this includes support from a social worker, medical care by a doctor or nurse, and collection of forensic evidence for people who are considering legal action.
- Professional counselling and advocacy for recent and past sexual assault clients as well as their support people.
- Group programs, seminars, education, training and community capacity-building.
- Country response program, providing counselling in the Riverland, Mount Gambier, Whyalla and outreach to surrounding areas including Port Augusta and Port Lincoln regions.

Text option: Not available

Online webchat: Not available

In Person: Not available

Email: [info@yarrowplace.sa.gov.au](mailto:info@yarrowplace.sa.gov.au)

Service Type: Support

**Women's Information Service**

Phone number: 8303 0590 or 1800 188 158

Weblink: <https://officeforwomen.sa.gov.au/womens-information-service>

Quick-exit function: not available

Hours of operation: 9am – 5pm, Monday - Friday

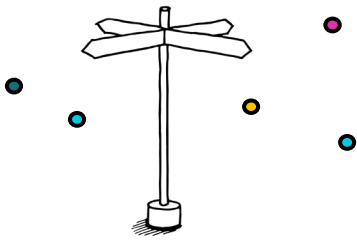
What they offer: run by the SA Office for Women, The Women's Information Service provides information to South Australian women online, over the phone and in person. They aim to increase access to information that promotes choice and empowerment. They provide information and referrals for family, life and relationships concerns, including domestic/family violence, sexual assault and safety, health and wellbeing, accommodation and housing issues, financial security and independence. They run Women's groups and events, provide education and provide links to training and career information. They can discuss options and choices relevant to your individual situation.

Text option: SMS on mobile 0401 989 860

Online webchat: Available

In Person: shopfront located on the Ground Floor at 101 Grenfell Street, Adelaide is open 9.00 am to 5.00 pm Monday to Friday or to find your closest WIS, and see opening hours for each location, see [Women's Information Service Havens and Children's Centres](#).

Email option: [wis@sa.gov.au](mailto:wis@sa.gov.au)



## Tasmania

### Summary:

- Women's Legal Service Tasmania
- Sexual Assault Support Service
- Tasmanian Police - Sexual Assault
- Arch
- Laurel House Sexual Assault Support
- Tasmanian Police - Family Violence

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

Service Type: Legal

### **Women's Legal Service Tasmania**

Phone number: 1800 682 468

Weblink: <https://womenslegaltas.org.au>

Quick-exit function: Available

Hours or operation: 9:00am and 5:00pm each weekday

What they offer: Women's Legal Service Tasmania is a free state-wide community legal service, with offices in Hobart, Burnie and Launceston. It offers:

- a telephone advice line where women across Tasmania for confidential and free legal advice and referral on all legal matters including family law, family violence, civil and criminal law, estate and property law from highly skilled legal staff.
- at times, casework for clients throughout Tasmania who need representation with their legal matters.
- community legal education sessions and workshops and publications.

Text option: Not available

Online webchat: Not available

In Person: Please call to make an appointment before attending our offices.

Email: Not available

Service Type: Support

### **Sexual Assault Support Service**

Phone number: advice line 1800 682 468

Weblink: <https://www.sass.org.au>

Quick-exit function: Available

Hours or operation: 24 hours 7 days

What they offer: Counsellors are here to bear witness to the assault and abuse you have experienced and can offer you a safe space to share your story, and make sense of it. They work with adults, children and families to provide trauma-informed support, counselling, and advocacy to help you navigate the challenges you may face after experiencing sexual violence, with utmost confidentiality and respect.

Text option: Not available

Online webchat: Not available

In Person: SASS offers services at various outreach locations, call to learn more about where they can see you.

Email: Not available

Service Type: Police

### **Tasmanian Police - Sexual Assault**

Phone number: Emergencies 000 Police Assistance Line 131 444

Weblink: <https://www.police.tas.gov.au/what-we-do/family-and-sexual-violence/sexual-violence/reporting-sexual-violence-to-police/>

Quick-exit function: Available

Hours or operation: 24 hours 7 days

What they offer: "Reporting sexual violence to police can be a significant and confronting step to take. Our specialist investigators are trained to help you through what can be a very difficult time and will explain the reporting process and the support options available to you. At all times, you will be given a choice in what happens. Reporting sexual violence to police is a significant step, but you will be supported by specialist plain-clothes investigators who will treat you with courtesy, respect and without judgement."

Text option: Not available

Online webchat: Not available

In Person: At police station

Email: Not available

Service Type: Support

### **Arch**

Phone number: Not applicable

Weblink: <https://arch.tas.gov.au/contact-arch/>

Quick-exit function: Available

Hours or operation: Not applicable

What they offer: Arch service providers offer information and support for children, young people and adults affected by sexual harm. They welcome people from all communities and backgrounds. Arch is most suitable for people who will be engaging with two or more Arch service providers. Whether the experience that caused you sexual harm is recent or happened a long time ago, they are here to help. You can bring a support person with you, such as a friend or family member or someone from an organisation. You do not need a referral to access Arch and you can go to Arch if you do not have permanent residency. Arch services are free.

Text option: Not applicable

Online webchat: Not applicable

In Person: Not applicable

Email: <https://arch.tas.gov.au/contact-arch/#contact-form>

Service Type: Support

**Laurel House Sexual Assault Support**

Phone number: Northern Tasmania:(03) 6334 2740

North West Tasmania: (03) 6431 9711

24/7 Support line State-wide:

1800 MYSUPPORT (1800 697 877)

Weblink: <https://laurelhouse.org.au>

Quick-exit function: Available

Hours or operation: Office Hours: Monday-Friday 9am-5pm, 24/7 Support Hotline (State-wide)

What they offer: Laurel House is a not-for-profit, community-based sexual assault support service that operates across the North, North-East and North-West Tasmania. They provide a 24/7 support hotline, free counselling, training and education.

Text option: Not available

Online webchat: Not available

In Person: By appointment

Email: [info@laurelhouse.org.au](mailto:info@laurelhouse.org.au)

Service Type: Police

**Tasmanian Police - Family Violence**

Phone number: Emergencies 000 Police Assistance Line 131 444

Weblink: [www.police.tas.gov.au/what-we-do/family-violence/](http://www.police.tas.gov.au/what-we-do/family-violence/)

Quick-exit function: Available

Hours or operation: 24 hours 7 days

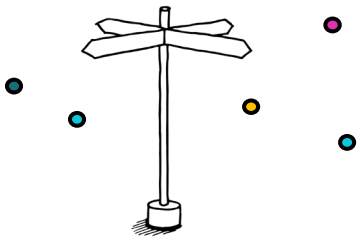
What they offer: "Tasmania Police applies a pro-intervention policy in relation to family violence and participates in the Safe at Home\* initiative which aims to enable adult and child victims to remain in or quickly return to their own home in safety wherever possible."

Text option: Not available

Online webchat: Not available

In Person: At police station

Email: Not available



## Victoria

### Summary:

- Safe Steps – Victoria (24 hours)
- Sexual Assault Crisis Line
- CASA House - Centre Against Sexual Assault
- Victorian Legal Aid
- Victoria Police- Domestic and Family Violence
- Victoria Police - Sexual Assault

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>



Service Type: Support Service

### **Safe Steps – Victoria (24 hours)**

Phone number: 1800 015 188

Weblink: <https://www.safesteps.org.au/our-services/services-for-women-children/247-family-violence-response-phone-line/>

Quick-exit function option: Yes

Hours or operation: all hours

What they offer: A Family Violence specialist will seek to assist you in the way you find most helpful. Depending on your needs, a Safe Steps specialist can also:

- Arrange safety measures that enable you to stay safe at home (if appropriate)
- Help you to access crisis accommodation in the case of imminent high risk
- Connect you with legal services
- Connect you with counselling services
- Refer you to family violence outreach services in your area for ongoing support

Texting Support: Not available

Online Webchat: [chat to online](#)

In Person: Not available

Email: [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)

Service type: Support

### **Sexual Assault Crisis Line**

Phone number: 1800 806 292

Weblink: <https://www.sacl.com.au>

Quick-exit function option: No

Hours or operation: between 5pm weeknights through to 9am the next day and throughout weekends and public holidays

What they offer:

- Afterhours telephone crisis counselling support, information, advocacy and referral to anyone living in Victoria who has experienced any form of sexual assault at any point in their lives.
- Co-ordination of a crisis care response to recent victim/survivors of sexual assault within the last 2 weeks throughout Victoria. This involves an immediate face to face response with a Counsellor/Advocate from CASA.
- Support and information to non-offending family and friends.
- Information on legal and medical rights/options
- Advocacy with service providers and secondary consultation to professionals
- Information and referral for people who have experienced family violence

Texting support: available

Online webchat: Not available

In Person: <https://www.casa.org.au/contact-us/> has a list of the services across the state

Email: [SACLFeedback@thewomens.org.au](mailto:SACLFeedback@thewomens.org.au)

Service type: Support

**CASA House - Centre Against Sexual Assault**

Phone number: (03) 9635 3610 or 1800 806 292

Weblink: <https://www.thewomens.org.au/health-professionals/violence-and-sexual-assault/casa-house>

Quick-exit function option: No

Hours of operation:

CASA House operates during business hours on weekdays from 9am to 5pm

What they offer:

Counselling, support and advocacy for adult female and male victim/survivors of both childhood and adult sexual assault.

Immediate crisis care – 24 hour crisis care following a recent assault (within last two weeks), which offers counselling, information, advocacy and support including medical and legal options.

Counselling, support and advocacy – short to medium term counselling service includes support, information and advocacy which aims to provide assistance in recovery, clarification of rights and identification of choices.

Support groups – opportunity for victim/survivor to provide mutual support to one another within a group setting.

Support for families and friends – Information, support and referral is offered to non-offending friends, partners and family members.

Professional Consultation – CASA House provides information, debriefing and consultation to other professionals

Education and training – tailored workshops are available to professional groups, agencies and the broader community

Texting support: No

Online webchat: No

In Person: Appointments will be made in direct consultation with the victim/survivor.

Email: [casa@thewomens.org.au](mailto:casa@thewomens.org.au)

Service type: Legal

### **Victorian Legal Aid**

Phone number: 1300 792 387

Weblink: <https://www.legalaid.vic.gov.au>

Quick-exit function option: Yes

Hours or operation: Monday to Friday from 8am to 6pm

What they offer: Helping Victorians with their legal issues. Including My Safety : This tool will assist if you are planning to end a relationship or have already ended a relationship. It will also assist you to understand more about domestic, family and sexual violence. It has been developed with people with lived experience of family violence.

Texting support: Not available

Online webchat: legal help chat available

In Person: Locations of offices available on website

Email: Not available

Service type: Support

### **Victoria Police - Domestic and Family Violence**

Phone number: [1800 015 188](tel:1800015188) or Triple Zero (000) for immediate assistance.

Weblink: <https://www.police.vic.gov.au/family-violence>

Quick-exit function option: Yes

Hours or operation: All hours

What they offer:

Police assistance at a family violence incident - Police will make an assessment of risk, considering past family violence and any recorded criminal history. They will identify who is:

- being harmed most (the victim or 'affected family member')
- who is the main person harming others (the primary aggressor or 'other party').

If you are a victim survivor of family violence perpetrated by a Victoria Police employee, and there is no immediate danger:

- explore information on the process and options for reporting in the Options Guide for Victim Survivors of Victoria Police Perpetrated Family Violence or Sexual Offences
- make a report via our Reporting family violence or sexual offences perpetrated by a Victoria Police employee page

Texting support: Not available

Online webchat: Not available

In Person: Visit the website to find your local police station and they can attend to you in person.

Email: not available

Service type: Police

**Victoria Police – Sexual Assault**

Phone number: 000 or visit a police station

Weblink: <https://www.police.vic.gov.au/reporting-sexual-offences-child-abuse>

Quick-exit function option: Yes

Hours of operation: All hours

What they offer: Their detectives are specialists and are trained to understand the complex and diverse nature of sexual offences. You don't need to worry about whether what happened to you is a criminal offence or not. It is their job to work that out. If you are concerned about something that has happened to you, we encourage you to speak with a detective from one of our Sexual Offences and Child Abuse Investigation Teams (SOCITs) or Sano Taskforce.

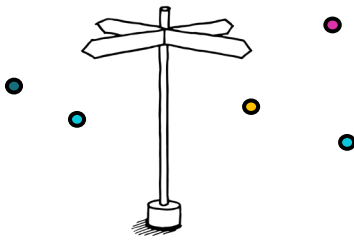
Telling them about what happened to you does not mean your case will proceed all the way to court. They will discuss your options with you and your views will be considered and taken into account. There are support agencies that they refer to for help and support, regardless of your decision to report to police. You can report a sexual assault by calling (000) or by calling or visiting a police station or by calling a local SOCITs. SOCIT locations across Victoria and phone numbers are listed on webpage.

Texting support: Not available

Online webchat: Not available

In Person: To visit your local police station search here <https://www.police.vic.gov.au/police-station-location>

Email: Not available



## Western Australia

### Summary:

- Centre for Women's Safety and Wellbeing host a statewide directory

If you are deaf or have difficulty hearing or speaking, you can talk to a Supporter through the National Relay Service (NRS) at <https://www.accesshub.gov.au/about-the-nrs>

### Centre for Women's Safety and Wellbeing

Phone number: Not applicable

Weblink: <https://csw.org.au/directory/>

Quick-exit function: Available

Hours or operation: Not applicable

#### What they offer:

The Centre for Women's Safety and Wellbeing have launched a new Support and Services Directory. The directory is for any woman looking for support who is experiencing, or has experienced, abuse through family, domestic and/or sexual violence.

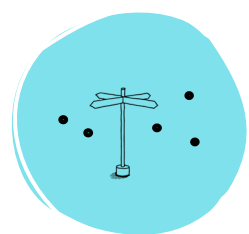
This Directory contains all the specialised family and domestic violence services that can be found throughout Western Australia as well as Sexual Assault Support Services, Legal Services, Women's Community Based Health Services, and Men's Supports and Programs. The Directory also includes family and domestic violence and sexual assault services for children and young people.

Text option: Not applicable

Online webchat: Not applicable

In Person: Not applicable

Email: Not applicable



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