



## Where to get help

### Emergency Help

For urgent assistance when violence is occurring now or when there is an immediate fear of it about to happen, treat it as an emergency and call NSW Police on 000.

## Getting help for victim survivors

There are many support services in NSW for victims of domestic violence in the areas of:

- Child protection
- Court support
- Domestic violence advice and referral
- Financial Assistance
- Health and mental health services
- Housing and emergency accommodation
- Interpreters
- Legal information and advocacy
- Sexual Assault
- Victims assistance

### Child protection

#### **Child Protection Helpline**

If you are concerned that a child has been abused, or is at risk of being abused, you should contact the Community Services Helpline.

Phone: 132 111

### Court support

#### **Women's Domestic Violence Court Advocacy Service (WDVCAS)**

WDVCASs provide information, assistance and court advocacy services to women and children experiencing domestic violence. WDVCAS can assist to obtain effective legal protection from NSW Local Courts through applications for Apprehended Domestic Violence Orders.

You can find out if there is a Women's Domestic Violence Court Advocacy Service in your area by contacting WDVCAS on 1800 938 227 or by visiting the WDVCAS service locations page on Legal Aid.

### Domestic violence advice and referral

#### **NSW Domestic Violence Line**

The NSW Domestic Violence Line is a free call service that provides support to women – with or without children – who are experiencing partner or ex-partner violence. The service is available 24 hours a day, seven days a week.

All calls to the Domestic Violence Line are answered by female workers.

Phone: 1800 65 64 63



## Where to get help

### Financial assistance

#### **Department of Human Services**

Department of Human Services can help you with family and domestic concerns and can help you access payments, such as:

- income support payments
- crisis Payment
- collecting child support

#### **Social workers**

Social workers in the Department of Human Services will listen to your personal needs and offer you free, private counselling and support. They can also refer you quickly to people who specialise in domestic violence issues and other support services. To arrange to talk to a social worker you can call the Employment Services line on 132 850 or visit your local Service Centre.

Phone: 132 850 or visit this link to [Department of Human Services](#).

#### **Indigenous customer service officers**

If you are an Aboriginal or Torres Strait Islander person you may like to talk with someone from a similar cultural background. Centrelink has Indigenous customer service officers to support you. If you live in a remote community you can ring the Indigenous Call Centre on 1800 136 380.

Phone: 1800 136 380 or visit the [Department of Human Services](#).

### Multilingual Phone Service

If you come from a multicultural background, Centrelink can refer you to culturally appropriate support services. It also has a free interpreter service for interviews with you and translation of your Centrelink documents. You can ring and ask to speak with a Centrelink officer in your language.

Phone: 131 202 Mon-Fri, 8am-5pm or visit this link to [Department of Human Services](#).

#### **Other Centrelink numbers**

Customer relations (for complaints, compliments and suggestions).

Phone: 1800 132 468 or visit this link to [Department of Human Services](#).

### Health and mental health services

#### **Community health centres**

Community health centres provide child and family, sexual assault, drug and alcohol, and mental health services. Contact details are available at:

Website: [slhd.nsw.gov.au/communityhealth/](http://slhd.nsw.gov.au/communityhealth/)

#### **Women's health centres**

Women's health centres are non-government, community based, feminist services that provide choices for women to meet their individual health needs. A list of women's health centres in NSW are available on this link.

Website: [whnsw.asn.au](http://whnsw.asn.au)

#### **Lifeline**

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hours crisis support and suicide prevention services.

Phone: 13 11 14



## Where to get help

### Housing and emergency accommodation

#### **Women's refuges**

Women's refuges provide accommodation and support for you and your children if you have escaped domestic and family violence. If you need refuge accommodation, call the NSW Domestic Violence Line. Visit the Family & Community Services (FACS) page to find a women's refuge in NSW.

Phone: 1800 65 64 63

#### **Men's accommodation**

Referrals to accommodation providers for single men and men with children are available 24 hours a day, seven days a week through MensLine Australia.

Phone: 1300 78 99 78

#### **Link2home Homelessness Information Line**

Link2home Homelessness Information Line is a statewide telephone service providing information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness. Open 24/7.

Phone: 1800 152 152

#### **Staying in your own home**

Some areas of NSW have a Staying Home Leaving Violence program. The aim of the Staying Home Leaving Violence program is to prevent you and your children becoming homeless or having to move away from your support system of family and friends, and the school and community where you live.

Contact the Family & Community Services Domestic Violence Line to see if there is a Staying Home Leaving Violence program in your area.

Phone: 1800 65 64 63

#### **Housing assistance from Family & Community Services (FACS)**

FACS Housing recognises that domestic and family violence has a serious and harmful impact on victims and their families.

Persons who are affected by domestic violence are considered to be 'at risk' and therefore may be eligible for priority housing assistance or Rentstart provided other eligibility criteria are met. They may also be eligible for Rent Choice Start Safely.

Website: [www.facs.nsw.gov.au/housing/help/ways/domestic-violence](http://www.facs.nsw.gov.au/housing/help/ways/domestic-violence)

#### **Family & Community Services Housing Contact Centre**

Contact the Housing Contact Centre for information on housing assistance and Rentstart information.

Phone: 1800 422 322

If you are Aboriginal or Torres Strait Islander and wish to speak to an Aboriginal operator, just select the relevant menu option (available Monday to Friday 9am – 5pm.)

#### **MensLine Australia**

MensLine Australia is the national telephone support, information and referral service for men with family and relationship concerns. The service is available 24 hours a day, seven days a week.

MensLine Australia can also provide referrals to face-to-face counselling and support services.

Phone: 1300 78 99 78

Website: [mensline.org.au](http://mensline.org.au)



## Where to get help

### Interpreters

If an interpreter would be helpful, ring the Translating and Interpreting Service on 131 450.

### Legal information and advocacy

#### **LawAccess NSW**

LawAccess NSW provides legal information, referrals and in some cases, legal advice. Call 1300 888 529 to speak to an information officer about your legal problem.

If you are deaf, hard of hearing or have a speech impairment, contact LawAccess NSW through the National Relay Service and ask for LawAccess NSW on 1300 888 529.

For an interpreter call 131 450 and ask for LawAccess NSW.

To find information about a wide range of legal topics visit [lawaccess.nsw.gov.au](http://lawaccess.nsw.gov.au).

#### **Women's Legal Services NSW – Domestic Violence Legal Service**

The Domestic Violence Legal Service is a specialist legal service for women experiencing domestic and family violence in NSW. Its main objective is to inform women who have experienced violence about their legal rights and to help women obtain access to justice.

Phone: 02 8745 6999 or 1800 810 784

Website: [wsnsw.org.au](http://wsnsw.org.au)

**\* note: services provided by phone only at this time**

#### **Legal Aid NSW**

Legal Aid NSW can help victims of domestic violence with their legal and social needs. Legal Aid NSW can help clients better understand their legal problems and provides free legal advice, casework assistance in a range of legal matters including apprehended domestic violence orders, family law and care and protection matters.

Phone: 02 9219 6300 (Domestic Violence Unit)

Website: [www.legalaid.nsw.gov.au/what-we-do/family-law/domestic-violence-unit](http://www.legalaid.nsw.gov.au/what-we-do/family-law/domestic-violence-unit)

#### **Wurringa Baiya Aboriginal Women's Legal Centre**

Wurringa Baiya is a NSW statewide community legal centre for Aboriginal and Torres Strait Islander women, children and youth. Wurringa Baiya provides services to Aboriginal and Torres Strait Islander women who are victims of violence, with access to appropriate legal representation, advice and referral.

Phone: 02 9569 3847 or 1800 686 587

Website: [wurringabaiya.org.au](http://wurringabaiya.org.au)

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#### **Aboriginal Legal Service NSW/ACT**

Aboriginal Legal Service (ALS) provides legal advice and representation to Aboriginal and Torres Strait Islander people in criminal law, family law and children's care and protection law. They also assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice and information, and referral to further support services.

Phone: 1800 765 767

Website: [alsnswact.org.au](http://alsnswact.org.au)

Find your local ALS service [here](#).



## Where to get help

### Sexual Assault

#### **NSW Rape Crisis Counselling Service**

NSW Rape Crisis is a nationwide 24/7 telephone and online crisis counselling service for anyone in Australia who has experienced or is at risk of sexual violence, family or domestic violence.

Counselling for women who were sexually assaulted in is also available from Women's Health centres across NSW.

Phone: 1800 424 017

Website: [nswrapecrisis.com.au](http://nswrapecrisis.com.au)

#### **Victims Access Line**

The Victims Access Line (or VAL) is the single entry point for victims of crime in New South Wales to access services. The VAL provides confidential support, referral and information for victims of crime.

Phone: 1800 633 063

#### **Victims Services Aboriginal Contact Line**

Confidential enquiry line for Aboriginal and Torres Strait Islander people who are victims of crime.

Phone: 1800 019 123

#### **1800Respect**

1800Respect is the national sexual assault, domestic and family violence counselling service, available 24 hours a day/seven days a week, that provides service for:

- People experiencing, or at risk of experiencing, sexual assault, domestic or family violence
- Their friends and family
- Workers and professionals supporting someone experiencing, or at risk of experiencing sexual assault, domestic or family violence

Phone: 1800RESPECT (1800 737 732)

#### **Witness Assistance Service**

The Witness Assistance Service (WAS) assists and supports both victims of crime and vulnerable prosecution witnesses. The WAS assists victims and witnesses in the following ways:

- providing information about the legal process.
- providing information about victims' rights and special provisions for giving evidence.
- supporting victims and witnesses throughout the prosecution.

The WAS is part of the Office of the Director of Public Prosecutions.

Phone: 1800 814 534



## Where to get help

### Getting help for those who use violence

There are support services available in NSW for those use violence.

#### **Men's Referral Service**

Men's Referral Service is a men's family violence telephone counselling, information and referral service operating in NSW, Victoria and Tasmania and is a point of contact for men taking responsibility for their violent behaviour.

Phone: 1800 766 491

Website: [www.ntv.org.au](http://www.ntv.org.au)

#### **MensLine Australia**

MensLine Australia is the national telephone support, information and referral service for men with family and relationship concerns. The service is available 24 hours a day, seven days a week.

MensLine Australia can also provide referrals to face-to-face counselling and support services.

Phone: 1300 78 99 78

Website: [mensline.org.au](http://mensline.org.au)

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Website: [www.legalaid.nsw.gov.au/what-we-do/family-law/domestic-violence-unit](http://www.legalaid.nsw.gov.au/what-we-do/family-law/domestic-violence-unit)

#### **ENGAGE**

ENGAGE is a free intervention for domestic violence perpetrators. It involves participation in a 6 hour workshop that can help manage stress and change the behaviours that have led to:

An apprehended domestic violence order (ADVO)

Charges for domestic violence offences

Contact with services e.g. Community Services, Community Corrections or NSW Health

ENGAGE is currently delivered in the following locations:

- Northern Region: Cessnock, Maitland, Raymond Terrace
- South West Region: Bankstown, Liverpool, Fairfield and Wollongong
- North West Region: Blacktown and Penrith

Phone: 0427 903 844

Website: [www.crimeprevention.nsw.gov.au/domesticviolence/Pages/Our-programs-Engage.aspx](http://www.crimeprevention.nsw.gov.au/domesticviolence/Pages/Our-programs-Engage.aspx)