

# List of support services

The following services may be useful if you are looking for support options for friends or family members, or it might be a service you are contemplating accessing for yourself.

Anyone experiencing violence can call the 24 hour confidential helpline **1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)** on **1800 737 732**.

If you, or another person (adult or child) are in immediate danger call 000.

## Sexual Assault and Domestic Family Violence Support Services

There are services situated around Australia that provide specialist counselling support and other assistance to victims of sexual assault and/or family violence, their non-offending partners, and/or family and friends. Contact the service in your state/territory to access counselling support, to obtain information in relation to physical health concerns, or referrals to other services. The services listed below are free and confidential. You do not have to identify who you are or what you do.

### National Services

#### **1800 RESPECT**

The national sexual assault, domestic and family violence information and support line, 24 hours.  
1800 737 732

#### **Lifeline**

Crisis support and suicide prevention, 24 hours.  
13 11 14

#### **Kids Helpline**

Will listen to kids, teens and young adults for any reason, 24 hours.  
1800 551 800

#### **QLife**

Provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identify, gender, bodies, feelings or relationships.

3 pm – midnight, every day  
1800 184 527 or webchat (<https://qlife.org.au/>)

#### **Bravehearts**

Provides specialist therapeutic services and support to children and young people, adults and non-offending family members affected by child sexual assault. 8.30 am – 4.30 pm AEST, Monday – Friday.

1800 272 831

#### **Blue Knot Foundation (formerly Adults Surviving Child Abuse)**

Professional phone counselling, information and support for adult survivors of child abuse with referral database of experienced professionals and agencies, 9am-5pm AEST, 7 days.

1300 657 380

### **Better to Know AMS**

Local Aboriginal medical and other health service details.  
[bettertoknow.org.au/AMS.html](http://bettertoknow.org.au/AMS.html)

## **Australian Capital Territory**

### **Canberra Rape Crisis Centre**

Crisis Support and Advocacy, 7 am – 11 pm, 7 days.  
(02) 6247 2525

### **Domestic Violence Crisis Service A.C.T**

Domestic and family violence information, support and referrals, 24 hours.  
(02) 6280 0900; TTY: (02) 6228 1852

## **New South Wales**

### **NSW Rape Crisis Centre**

Telephone and online crisis counselling for anyone who has experienced, or is at risk of, sexual, family or domestic violence, 24 hours.  
1800 424 017

### **Domestic Violence Line**

Domestic and family violence information, support and referrals, 24 hours.  
1800 656 463; TTY: 1800 67 14 42

## **Northern Territory**

### **Sexual Assault Referral Centre**

Crisis support for women who have experienced sexual assault. You can call Darwin and Alice Springs 24 hours a day to get help for recent incidents of sexual assault.  
Darwin: (08) 8922 6472  
Alice Springs: (08) 8955 4500  
Alice Springs after hours: 0401 114 181  
Katherine: (08) 8973 8524  
Tennant Creek: (08) 8962 4361

### **Women's Information Service (Alice Springs)**

(08) 8951 5174 or 1800 508 051

### **Dawn House (Darwin)**

Provides services to women and children escaping domestic and family violence in the Top End.  
08 8945 1388

### **NPY (Ngaanyatjarra Pitijantjatjara Yankunytjatjara) Women's Council Domestic Violence Service**

1800 180 840

**East Arnhem Domestic and Family Violence Counsellor**

(08) 8987 0403

**Katherine Domestic and Family Violence Counsellor**

(08) 8971 0777

**Darwin Aboriginal and Islander Women's Shelter**

Provides safe and culturally appropriate services for Aboriginal and Torres Strait Islander women who are homeless or escaping family violence.

Business hours: (08) 8945 2284; afterhours 24/7: (08) 8945 1852

**Alice Springs Women's Shelter**

24 hour support for women and children at risk of domestic and family violence

(08) 8952 6075

**Queensland**

**The Queensland Sexual Assault Helpline**

Telephone support and counselling to any Queenslander who has, or thinks they may have been sexually assaulted or abused, 7.30 am – 11.30 pm, 7 days.

1800 010 120

**DVConnect Women's Line**

Free crisis counselling and support for women experiencing domestic and family violence, 24 hours.

1800 811 811

**DVConnect Men's Line**

Specialist assistance for men who would like to address their own use of violence and men who have been victims of violence in their own relationships, 9 am – midnight, 7 days.

1800 600 636

**South Australia**

**Yarrow Place Rape & Sexual Assault Service**

For people who have been raped or sexually assaulted, 24 hours.

(08) 8226 8777 or 1800 817 421

**Victim Support Service**

Free and confidential services for people affected by crime and abuse.

1800 842 846

**Domestic Violence Crisis Service**

For people experiencing domestic and family violence, 24 hours.

1800 800 098

**Domestic Violence and Aboriginal Family Violence Gateway Service**

To help anyone affected by domestic or family violence, 24 hours.

1800 800 098 or free call 1300 782 200

## Tasmania

### **The Sexual Assault Support Service**

For victims of recent rape or sexual assault and their families, 24 hours.  
1800 697 877

### **Laurel House**

For victims/survivors of sexual violence and their families, in the North and North-West of Tasmania  
North: (03) 6334 2740  
North West: (03) 6431 9711  
After-hours state-wide support: 1800 697 877

### **Family Violence Counselling and Support Service (FVCSS)**

Offers professional and specialised services to assist children, young people and adults affected by family violence. Monday – Friday: 9.00 am – midnight; Weekends/public holidays: 4.00pm – midnight.  
1800 608 122

### **Family Violence Response Referral line**

For people experiencing domestic and family violence, 24 hours.  
1800 633 937

## Victoria

### **Sexual Assault Crisis Line**

After-hours, telephone crisis counselling service for victim/survivors of both past and recent sexual assault. Operates 5pm – 9 am on weeknights, weekends and public holidays.  
1800 806 292

### **Safe Steps Family Violence Response Centre**

For confidential support and information please call the safe steps 24/7 family violence response line.  
(03) 9322 3555 or 1800 015 188

### **Better Place Australia**

Counselling, dispute resolution and mediation services, Moorabbin  
1800 639 523 or [family@betterplaceaustralia.com.au](mailto:family@betterplaceaustralia.com.au)

### **The Orange Door**

Free service for people who are experiencing or have experienced family violence and families who need extra support with the care of children. Open from 9am-5pm Monday to Friday.  
North Eastern Melbourne: 1800 319 355; Bayside Peninsula: 1800 319 353; Mallee: 1800 290 943;  
Inner Gippsland: 1800 319 354; Barwon: 1800 312 820.

### **InTouch Multicultural Centre against Family Violence**

Speciality family violence service that works with women from migrant and refugee backgrounds, their families and their communities.  
1800 755 988

## Western Australia

### **The Sexual Assault Resource Centre**

24 hour emergency line.  
(08) 9340 1828 or 1800 199 888

[Women's Domestic Violence Helpline | Western Australian Government](#)

For crisis support, 24 hours.  
(08) 9223 1188 or 1800 007 339

### **Marninwarntikura Family Violence Prevention Legal Service**

Free domestic violence legal assistance and crisis accommodation.  
(08) 9191 5284

## Men's Services

### National Services

#### **Relationships Australia**

1300 364 277 or <https://www.relationships.org.au/what-we-do/#support-services>

#### **Mensline Australia**

The service is available to men around Australia, 24 hours a day, seven days a week.  
1300 78 99 78 or <https://mensline.org.au/>