

Domestic & Family Violence Helpline

1300 338 465

Domestic, family and sexualised violence can happen to anyone.
We recognise its impact on your health, wellbeing and safety.

WHO IS THIS HELPLINE FOR?

Our helpline provides support to:

- people who are experiencing or have experienced family and/or domestic violence, including:
 - emotional, or psychological abuse
 - physical or sexualised violence
 - reproductive coercion and abuse
 - economic abuse
 - stalking and intimidation
 - technology-facilitated abuse
 - spiritual or religious abuse
- people who are concerned for someone who may be experiencing family and/or domestic violence and need to seek guidance how best to support them.

HOW DO YOU ACCESS THE HELPLINE?

By calling **1300 338 465**.

The phone line is accessible 24/7. It is a free call and won't appear on your phone bills.

WHAT HAPPENS WHEN YOU CALL?

A customer service officer (CSO) will answer the call, already knowing the subject you are phoning about. They will be guided by you and what you need and choose to disclose.

You will be offered an appointment with a trained consultant within 24 hours or at a time that you prefer. Your consultant is someone who:

- has experience and training in Family and/or Domestic Violence
- recognises everyone's experience is unique
- can provide an environment where you are believed, heard and supported
- can provide options to support you to make decisions which best suit your needs including referrals to community supports.
- works within a Trauma Informed Framework.

WHAT SUPPORT CAN YOU EXPECT?

Our consultants may work with you on:

- identify and assess your immediate needs
- provide counselling support
- collaborate with you to create a safety plan
- provide relevant information and referrals.

CONFIDENTIALITY

It is a confidential service and we are committed to protecting your privacy to keep you safe. We will listen and follow your lead to support you in your unique situation.



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