

Support Referral Directory

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Victorian Services

Violence against Women

Safe Steps: Family Violence Response Centre

Safe Steps provides 24/7 specialist support services for anyone in Victoria who is experiencing or afraid of experiencing family violence.

Services include:

- Information and referral
- Crisis response
- Specialist family violence risk assessment
- Safety planning
- Access to supported crisis accommodation

T: 1800 015 188 (24 hours, 7 days a week)

E: safesteps@safesteps.org.au

W: safesteps.org.au

Sexual Assault Crisis Line

Confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

T: 1800 806 292 (24 hours, 7 days a week)

W: sacl.com.au

Centre Against Sexual Assault (CASA)

Provides trauma informed counselling, advocacy and support for people who have experienced a recent or past sexual assault. CASA also offers specialised advocacy, secondary consultation, community education and professional training within the community and across the sector. For people who have experienced a recent sexual assault we provide 24-hour crisis care that includes counselling, support, information and advocacy for medical care and legal options.

T: (03) 9635 3600 (24 hours, 7 days a week)

E: casacr@casacv.org.au

W: casacv.org.au

The Orange Door

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence, and families who need extra support with the care of children. Visit The Orange Door website to find which of their fifteen locations across Victoria is closest to you.

W: orangedoor.vic.gov.au/contact

Project Respect

An intersectional feminist, non-faith based specialised support service and peer community for women and gender diverse people with experience in the sex industry, including those who have experienced trafficking for sexual exploitation.

T: 03 9416 3401 (Monday to Friday, 9am-5pm)

E: info@projectrespect.org.au

W: projectrespect.org.au

WIRE (Women's Information Referral Exchange)

WIRE provides free information, support, and referrals, and has links to

women's services and support.

T: 1300 134 130 (Monday to Friday, 9am-5pm)

E: support@wire.org.au (Monday to Friday, 9am-4:30pm)

W: wire.org.au

Disability Services

Disability Advocacy Resource Unit (DARU)

DARU is a state-wide service established to resource the disability advocacy sector in Victoria. This organisation develops and distributes resources and provides training opportunities to keep disability advocates informed and up-to-date about issues affecting people with disabilities in Victoria.

T: (03) 9639 5807

E: admin@daru.org.au

W: daru.org.au

Disability Services Commissioner

Disability Services Commissioner works with people to resolve complaints about Victorian disability service providers. Services are free and confidential and provide information on avenues available for making complaints about other services.

T: 1800 677 342

E: complaints@odsc.vic.gov.au

W: odsc.vic.gov.au

Association for Children with a Disability (ACD)

ACD is an advocacy and information service for families of children with any type of disabilities living in Victoria.

T: (03) 9880 7000 (metro) or 1800 654 013 (regional) (Monday to Friday, 9am-5pm)

E: mail@acd.org.au

W: acd.org.au

The Disability and Family Violence Crisis Response Initiative (DFVCRI)

assists women and children with a disabilities who are experiencing family violence to access the services and supports they need to stay safe. Through the initiative, short-term funds can be provided for up to 12 weeks, to a maximum of \$9,000 per person, while the woman and her family violence worker develop a longer-term plan. Please visit the [Families, Fairness and Housing \(DFFH\)](#) or [Safe Steps](#) websites for more information about this initiative.

Multicultural Services

InTouch Multicultural Centre Against Family Violence

Specialist family violence service that works with women from migrant and refugee backgrounds, their families, and their communities in Victoria. InTouch provides case management to women, training, conducts research, and runs community-based projects to address the issue of family violence in the community.

T: 1800 755 988 (Monday to Friday, 9:30am-4:30pm)

If you are experiencing abuse and **need a translator, please call TIS on 131 450** and **ask them to call 1800RESPECT on 1800 737 732, or Safe Steps on 1800 015 188.**

E: admin@intouch.org.au

W: intouch.org.au

Australian Muslim Women's Centre for Human Rights (AMWCHR)

Provides support for women in family violence situations, including risk assessment, safety planning and case planning. Services also provide help understanding the Child Protection system, policing and courts, support with Early Forced Marriage or Islamic Divorce, information and referral for migration issues, outreach services, cultural and emotional support, and access to emergency relief and crisis services, housing, legal, health, mental health, material, and financial aid.

T: (03) 9481 3000

E: reception@amwchr.org.au

W: www.amwchr.org.au

LGBTQIA+ Services

Switchboard

Switchboard provides peer-driven support services for the lesbian, gay, bisexual, transgender, and gender diverse, intersex, queer and asexual (LGBTQIA+) people, their families, allies and communities. Switchboard's peer-led services include Rainbow Door and QLife.

T: (03) 9663 2474

E: admin@switchboard.org.au

W: switchboard.org.au

Rainbow Door

Specialist LGBTQIA+ helpline providing information, support, referral, and short-term case management. We support people of all ages and identities with issues including family and intimate partner violence (including elder abuse), relationships, mental health, and wellbeing.

T: 1800 729 367 (Monday to Sunday, 10:00am-5:00pm)

E: support@rainbowdoor.org.au

W: rainbowdoor.org.au

QLife

A service is for LGBTQIA+ identifying people and those who have questions or concerns about LGBTQIA+ issues, including referrals, community connections, thoughts, and feelings around sexual orientation and/or gender identity.

T: 1800 184 527 (Monday to Sunday, 3pm-midnight)

W: qlife.org.au

Thorne Harbour Health (THH)

Thorne Harbour Health (THH) offers counselling in family violence for LGBTIQ women in a safe environment where they can be open about their gender, sex, sexuality, and a whole range of issues impacting them.

T: 1800 134 840

E: enquiries@thorneharbour.org

W: thorneharbour.org

Aboriginal Services

Djirra

Djirra provides both telephone and face to face legal and non-legal support to Aboriginal people who are experiencing or have experienced family violence. Support services Djirra can arrange include:

- Counselling sessions
- Aboriginal workers to accompany Aboriginal women to appointments
- Safety planning discussions and follow up support
- Financial assistance to people experiencing family violence through Flexible Support Packages
- Personalised referrals to specialist support services with issues such as housing and homelessness, drugs and alcohol, parenting, debt and employment

Djirra's **Aboriginal Family Violence Legal Service** is dedicated to supporting Aboriginal people who are experiencing or have experienced family violence (women and men). They also assist non-Aboriginal people experiencing family violence who are parents of Aboriginal children.

T: 1800 105 303

E: info.afvls@djirra.org.au

W: djirra.org.au

Elizabeth Morgan House

Elizabeth Morgan House provides culturally safe, holistic family violence support for Aboriginal women and children as well as parents of Aboriginal children, partners, and ex-partners of Aboriginal people in Victoria. They can assist with housing, financial difficulties, Child Protection concerns, and school matters; as well as referrals and advocacy to services such as legal, medical and health services, drug and alcohol counselling, financial counselling, and children's services.

T: 1800 364 297 (24 hours, 7 days a week)

E: info@emhaws.org.au

W: emhaws.org.au

Seniors Services

Seniors Rights Victoria

Provide free information, advice, referral, and support to older people who are either at risk of or are experiencing elder abuse or to other people, such as family members and friends, who are concerned that someone else may be experiencing elder abuse.

T: 1300 368 821 (Monday to Friday, 10am-5pm)

E: casework@seniorsrights.org.au

W: seniorsrights.org.au

Men's Services

No to Violence

No to Violence supports men who have or are still behaving abusively, family members who are impacted by a man's abusive behaviours, people who wish to understand how to support their friends, family, or colleagues, and professionals wishing to support a client who is using or experiencing family violence.

T: 1300 766 491 (24 hours, 7 days a week)

W: ntv.org.au

Interstate Services

ACT

Domestic Violence Crisis Service (DVCS)

Crisis intervention and counselling, family violence intervention program, education, and information for the community.

T: (02) 6280 0900 (24 hours, 7 days a week)

W: dvcs.org.au

New South Wales

NSW Domestic Violence Helpline

Provides telephone counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence.

T: 1800 656 463 / TTY: 1800 671 442 (24 hours, 7 days a week)

W: community.nsw.gov.au

Northern Territory

Dawn House (Darwin)

Crisis accommodation and support services for women with children who are experiencing or escaping domestic or family violence.

T: (08) 8945 1388 (24 hours, 7 days a week)

W: dawnhouse.org.au

Darwin Aboriginal and Islander Women's Shelter (DAIWS)

Support, referral, outreach, and domestic violence crisis accommodation for Aboriginal and Torres Strait Islander women who are homeless or escaping family violence.

T: (08) 8945 2284 (24 hours, 7 days a week)

Sexual Assault Referral Centre

Free 24-hour emergency service that provides crisis counselling and other support needs to both adult and children who have experienced any form of sexual assault or sexual abuse, either recently or in the past.

T: (08) 8922 6472 (24 hours, 7 days a week) (Darwin)

T: (08) 8955 4500 (24 hours, 7 days a week) (Alice Springs)

W: health.nt.gov.au/sexual_assault_services

Queensland

DVConnect

DVConnect exists to help Queenslanders escape domestic, family and sexual violence by providing crisis helplines, as well as emergency transport and accommodation away from violence. DVConnect is a not-for-profit organisation that has provided state-wide specialist domestic, family and sexual violence crisis counselling, intervention, information, safety planning and pathways to safety.

Women line

T: 1800 811 811 (24 hours, 7 days a week)

DVConnect Sexual Assault Helpline

T: 1800 010 120 (7.30am-11.30pm, 7 days a week)

W: dvconnect.org

South Australia

Women's Safety Services SA

A statewide service offering assistance to women experiencing domestic violence in South Australia by providing information, counselling, and safe accommodation options.

T: 1800 800 098

W: womenssafetyervices.com.au

Tasmania

Safe at Home Family Violence Response and Referral Line

Tasmanian information and referral service where callers can access the full range of response, counselling, information, and other support services provided by Safe at Home.

T: 1800 633 937 (24 hours, 7 days a week)

W: safeathome.tas.gov.au

Western Australia

Women's Domestic Violence Helpline

Statewide service providing support and counselling for women experiencing family and domestic violence.

T: 1800 007 339 (24 hours, 7 days a week)

W: 1800respect.org.au/service_state/wa

National Services

Police

If you're in immediate danger, call the Police, ambulance and fire emergencies. For non-urgent crimes and events, call the police assistance line, or find your local police station online.

T: 000

T: 131 444 (Police Assistance Line)

W: police.vic.gov.au

1800RESPECT

24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

T: 1800 737 732 (24 hours, 7 days a week)

W: 1800respect.org.au

Lifeline

National charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services

T: 13 11 44 (24 hours, 7 days a week)

W: lifeline.org.au

National Disability Abuse and Neglect Hotline

Independent and confidential service for reporting abuse and neglect of people with disability. Anyone can contact the Hotline, including family members, friends, service providers or a person with disability.

T: 1800 880 052 / TIS: 13 14 50 / NRS: 1800 555 677 (9am to 9pm weekdays and 10am to 4pm weekends and public holidays)

Older Persons Advocacy Network

Nine state and territory member organisations that offer free, independent and confidential support and information to older people seeking or already using Australian Government-funded aged care services.

T: 1800 700 600 (Monday – Friday 8am to 8pm, Saturday 10am to 4pm)