



Support Referral Directory

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Victorian Services

Violence against Women and Gender Diverse People

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

The service is available **24 hours a day, seven days a week**, call **1800 015 188** or use the [Safe Steps Live chat](#). More information can be found on the [Safe Steps website](#).

Sexual Assault Crisis Line

A state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced sexual assault. It operates **between 5pm weeknights through to 9am the next day and throughout weekends and public holidays**.

You can call the crisis line on **1800 806 292**. During work hours, calls will be diverted to your local Sexual Assault Service.

Sexual Assault Services Victoria's

Use the [Specialist Sexual Assault Service Map](#) to find a service near you, or find a list of Victorian services on the [Australian Sexual Assault Services Directory](#).

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.

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.

The service is available from **9am–5pm, Tuesday to Friday**, call **(03) 9416 3401**. More information can be found on the [Project Respect website](#).

WIRE (Women's Information Referral Exchange)

WIRE provides free information, support, and referrals, and has links to women's services and support.

The service is available **Monday to Friday, 9am–5pm**, call **1300 134 130**. More information can be found on the [WIRE website](#).

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.

For more information please call **(03) 9639 5807** or visit the [DARU website](#).

Disability Services Commissioner

Disability Services Commissioner works with people with disabilities 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.

Please call **1800 677 342**, or more information can be found on the [Disability Services Commission website](#).

Association for Children with a Disability (ACD)

ACD is an advocacy service for children with disabilities and their families living in Victoria.

This service is available from **9am–5pm Monday to Friday**, call **(03) 9880 7000** (metro) or **1800 654 013** (regional). More information can be found on the [Association for Children with a Disability's website](#).

The Disability and Family Violence Crisis Response Initiative (DFVCRI)

DFVCRI assists women, gender diverse people and children with 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 while the woman and her family violence worker develop a longer-term plan.

Please visit the [Families, Fairness and Housing \(DFFH\) website](#) or [Safe Steps website](#) for more information about this initiative.

Migrant and Refugee Services

InTouch Multicultural Centre Against Family Violence

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

This service is available from **9:30am–4:30pm Monday to Friday**, please call **1800 755 988**. More information can be found on the [InTouch website](#).

LGBTIQA+ Services

Switchboard

Switchboard provides peer-driven support services for the lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQA+) people, their families, allies, and communities. Switchboard's peer-to-peer support areas include gender and sexuality, diverse relationships, suicide prevention, family violence support, anti-racism advocacy, and social inclusion for older LGBTIQA+ people.

For more information, please call **9917 3874**, or visit the [Switchboard website](#).

Rainbow Door

A free specialist LGBTIQA+ helpline providing information, peer-support, and referral to

people of all ages and identities with issues including family and intimate partner violence (including elder abuse), relationships, mental health, and wellbeing. This service is available **7 days a week** from **10am–5pm**, please call **1800 729 367** or text **0480017246**. More information can be found on the [Rainbow Door website](#).

Thorne Harbour Health (THH)

THH offers a wide range of intersectional support services for LGBTIQ+ people, including family violence, mental health, and sexual health. They provide a safe environment where LGBTIQ+ people in Victoria can be open about their gender, sex, sexuality, and any other issues impacting their health.

Services are available from **9am–6pm Monday to Thursday** and **9am–5pm Friday**, please call **1800 134 840**. More information can be found on the [Thorne Harbour Health website](#).

First Nations People's Services

Djirra

Djirra is a specialist family violence organisation that delivers culturally informed family violence legal and support services to First Nations people who are experiencing or have experienced family violence. Djirra's **Aboriginal Family Violence Legal Service** is dedicated to supporting First Nations people who are experiencing or have experienced family violence. They also assist non-First Nations people experiencing family violence who are parents of First Nations children.

This service is available **Monday to Friday**, please call **1800 105 303**. More information can be found on the [Djirra website](#).

Elizabeth Morgan House

Elizabeth Morgan House provides culturally safe, holistic family violence support for First Nations women and children as well as parents of First Nations children, partners, and ex-partners of First Nations 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.

This service is available **24 hours a day, 7 days a week**, please call **1800 364 297**. More information can be found on the [Elizabeth Morgan House website](#).

Seniors' Services

Seniors Rights Victoria (SRV)

SRV provides 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.

This service is available **Monday to Friday**, please call **1800 368 821**. More information can be found on the [Seniors Rights Victoria website](#).

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.

This service is available **24 hours a day, 7 days a week**, please call **1300 766 491**. More information can be found on the [No to Violence website](#).

Legal Services

Victoria Legal Aid (VLA)

VLA provides assistance to people with legal problems in areas of criminal law, family law and some civil law matters.

This service is available from 8am – 6pm Monday to Friday, please call **1300 792 387** or send a message online via the [Legal Help Chat](#). More information can be found on the [Victoria Legal Aid website](#).

Women's Legal Service Victoria (WLSV)

WLSV provides women and gender diverse people experiencing relationship breakdown and family violence free legal support, advice, and representation.

This service is available from 9am–12:30pm Monday to Friday, please call 1800 133 302. More information can be found on the [Women's Legal Service Victoria website](#).

Victims Support Agency

The official Victorian Government Agency helping people in Victoria manage the effects of violent crime, including legal considerations.

Please call **1800 819 817** or use the text service on **0427 767 891**. More information can be found on the [Victims Support Agency website](#).

Interstate Services

ACT

Domestic Violence Crisis Service (DVCS)

DVCS offers crisis intervention and counselling, family violence intervention, education, and information for the community.

This service is available **24 hours a day, 7 days a week**, please call **(02) 6280 0900**. More information can be found on the [Domestic Violence Crisis Service website](#).

Canberra Rape Crisis Centre

The Canberra Rape Crisis Centre offers free and confidential services that include counselling support available for individuals who have experienced or are affected by past or recent sexual abuse and/or sexual assault. Support can include counselling, information, referral, advocacy, and education. This service is available for individuals who have experienced sexual violence.

This service operates between **7:00am and 11:00pm, 7 days**, please call **(02) 6247 2525**. More information can be found on the [Canberra Rape Crisis Centre website](#).

New South Wales (NSW)

NSW Domestic Violence Helpline

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

violence.

This service is available **24 hours a day, 7 days a week**, please call **1800 656 463**. More information can be found on the [NSW Domestic Violence Helpline website](#).

Northern Territory

Dawn House (Darwin)

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

This service is available **24 hours a day, 7 days a week**, please call **(08) 8945 1388**. More information can be found on the [Dawn House website](#).

Darwin Aboriginal and Islander Women's Shelter (DAIWS)

DAIWS provides support, referral, outreach, and domestic violence crisis accommodation for First Nations women and gender diverse people who are homeless or escaping family violence.

This service is available **24 hours a day, 7 days a week**, please call **(08) 8945 2284**. More information can be found on the [Darwin Aboriginal and Islander Women's Shelter website](#).

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.

This service is available **24 hours a day, 7 days a week**, please call **(08) 8922 6472** (Darwin) **(08) 8955 4500** (Alice Springs). More information can be found on the [Sexual Assault Referral Centre website](#).

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 provides state-wide specialist domestic, family, and sexual violence crisis counselling, intervention, information, safety planning and pathways to safety.

This service is available from **7:30am–11:30pm, 7 days a week**, please call **1800 010 120**, or Women's line on **1800 811 811** (24 hours, 7 days a week). More information can be found on the [DVConnect website](#).

South Australia (SA)

Women's Safety Services SA

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

For more information, please call **1800 800 098** or visit the [Women's Safety Services SA website](#).

Tasmania

Safe at Home Family Violence Response and Referral Line

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

This service is available **24 hours a day, 7 days a week**, please call **1800 633 937**. More information can be found on the [Safe at Home Family Violence Response and Referral Line](#).

Western Australia

Women's Domestic Violence Helpline

Statewide service providing support and counselling for women and gender diverse experiencing family and domestic violence. This service is available **24 hours a day, 7 days a week**, please call **1800 007 339**. More information can be found on the [Women's Domestic Violence Helpline website](#).

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.

In an emergency, please call **000**, for less urgent enquiries, please call the Police Assistance Line on **131 444**. More information can be found on the [Victoria Police website](#).

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. 1800 Respect primarily functions to provide initial support and guidance.

This service is available **24 hours a day, 7 days a week**, please call **1800 737 732**. More information can be found on the [1800RESPECT website](#).

Full Stop Australia

Full Stop Australia is one of the country's leading sexual, domestic, and family violence response and recovery services. Full Stop provides a National Violence and Abuse Trauma Counselling and Recovery Telephone Service. This is for anyone in Australia impacted by sexual, domestic, or family violence, and their supporters. The service provides trauma-specialist counselling, telephone support, information, and referral. To access this free and confidential service **24 hours a day, 7 days a week**, call **1800 385 578**. More information can be found on the [Full Stop Australia website](#).

Lifeline

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

This service is available **24 hours a day, 7 days a week**, please call **13 11 44**. More information can be found on the [Lifeline website](#).

National Association of Services Against Sexual Violence

Use the [Australian Sexual Assault Service Directory](#) to find a service near you.

National Disability Abuse and Neglect Hotline

Independent and confidential service for reporting abuse and neglect of people with disabilities. Anyone can contact the Hotline, including family members, friends, service providers or a person with a disability. This service is available from **Monday to Friday 9am–9pm** and **Saturday and Sunday 10am–4pm**, please call **1800 880 052 / TIS: 13 14 50 / NRS: 1800 555 677**. More information can be found on the [National Disability Abuse and Neglect Hotline website](#).

QLife

QLife provides anonymous and free LGBTIQ+ peer support and referral for LGBTIQ+ identifying people and those who have questions or concerns about LGBTIQ+ issues, including referrals, community connections, thoughts, and feelings around sexual orientation and/or gender identity. This service is available **7 days a week from 3pm–midnight**, please call **1800 184 527**. More information can be found on the [QLife website](#).

13 YARN

A crisis peer-support phone service for First Nations people going through a hard time. This service provides non-judgemental and confidential support and options for First Nations people and their family members.

This service is available and free to call on **13 92 76** any time of day, every day. More information can be found on the [13YARN website](#).

Yarning SafeNStrong

This is a free and confidential telephone counselling line for First Nations people and family members who need to have a yarn with someone about their wellbeing.

The culturally safe telephone line is free and available to access 24 hours a day if you call **1800 959 563**. For more information, visit the [Yarning website](#).

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.

This service is available from **Monday to Friday 8am–8pm, Saturday 10am–4pm**, please call **1800 700 600**. More information can be found on the [Older Persons Advocacy Network website](#).

MensLine Australia

A telephone and online counselling service for men with family and relationship concerns.

The service is available **24 hours a day, seven days a week**, please call **1300 789 978**. More information can be found on the [MensLine Australia website](#).