

National Family & Domestic Violence Services – Australia (NAT)

Disclaimer: The information below should not be considered an exhaustive list. Please contact organisations and services directly for the most up to date information and to enquire further about eligibility. Red Cross does not make any determinations about eligibility for any of the third-party services listed.

National telephone services and online resources

1800 RESPECT (1800 737 732)

When you contact [1800 RESPECT](#), you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation. They will work with you to help you identify what you can do and to find the right services or support for you.

1800 RESPECT is available 24 hours a day, seven days a week.

Lifeline – 13 11 14

A short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe. Confidential one to one support with a trained telephone crisis supporter.

Kids Helpline – 1800 55 1800

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 phone counselling service for young people aged 5 to 25. Kids Helpline is also available via [WebChat](#).

Relationships Australia

Relationships Australia provides support for individuals, families, and communities, with the aim to support all people in Australia to achieve positive and respectful relationships. Relationships Australia is a community-based, not-for-profit organisation with no religious affiliations. Services are for all members of the community, regardless of religious belief, age, gender, sexual orientation, lifestyle choice, cultural background, or economic circumstances.

Family Safety Pack

[The Family Safety Pack is an online resource](#) developed by the Australian Government Department of Social Services with information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage. It aims to reduce violence against women from CALD backgrounds, by ensuring they understand their rights and where to get support if needed. The pack includes factsheets on a range of topics, translated into over 40 languages.

State and territory support services

The [Domestic Violence Resource Centre](#) (online) provides links to services in each state and territory:

- [ACT – Canberra](#)
- [\(NSW\) – New South Wales](#)
- [\(NT\) – Northern Territory](#)
- [\(QLD\) – Queensland](#)
- [\(SA\) – South Australia](#)
- [\(TAS\) – Tasmania](#)
- [\(VIC\) – Victoria](#)
- [\(WA\) – Western Australia](#)

National support services working with men

Men's Domestic Violence Helpline: provides counselling and referrals for male perpetrators, as well as male victims of family and domestic violence. Phone: (08) 9223 1199 or free call 1800 000 599.

Mensline Australia – 1300 789 978

A 24/7 telephone support for men and boys dealing with family and domestic violence.

For more information visit the [Mensline website](#).

Men's Legal Service

Men's Legal Service provide a pragmatic, cost-effective legal service to men at turning points in their family life. The primary focus is to assist fathers with continuing to be available and involved in the lives of their children after family law events.

For more information phone 1800 463 675 or [visit the website](#).

Men's Referral Service – 1300 766 491

Who can the [Men's Referral Service](#) support?

- Men who have or are still behaving abusively
- Family members who are impacted by a man's use abusive behaviours
- Friends, family, or colleagues of people who may be using or experiencing family violence and wish to understand how to support their friends, family, or colleagues
- Professionals wishing to support a client who is using or experiencing family violence

When you call:

- You can remain anonymous – you do not need to give us your name or any identifying details
- We will listen to you and treat you with respect
- We will do our best to help you
- We will provide you with referrals to local services that will help you take the next steps

Don't Become That Man

DCBM was created to encourage and facilitate early intervention and prevention programs for men who have concerns about their current controlling behaviour, and even more concerns about how that behaviour might escalate to violence.

Experienced phone counsellors will take the calls and provide immediate interventions.

Following these initial contacts where men have engaged with our counsellors, longer interventions and support will be provided to assist men understand their behaviour and make positive changes.

For more information, phone [1300 24 34 13](#) or [visit the website](#).

Dads in distress

With face-to-face groups in [Victoria, New South Wales and Queensland](#), and a national support line operating Monday to Saturday, 8:30am – 5:00pm. Phone – 1300 853 437.

Australian Capital Territory (ACT)

Every Man

Every Man works with men who victim survivors of family and domestic violence, as well as those who are perpetrators of family and domestic violence. For information on the programs run by Every Man and the referral process, [visit the website](#).

Domestic Violence Crisis Service

[DVCS](#) operate several domestic violence supports, including:

- [24/7 crisis intervention hotline](#) – (02) 6280 0900
- [Support and behaviour change programs](#) for women, men and children
- Legal support and advocacy
- Safety planning

New South Wales (NSW)

NSW Rape Crisis Centre

NSW Rape Crisis Centre provides a 24/7 telephone and online counselling service for anyone in Australia who is at risk of or has experienced sexual assault, family or domestic violence. The service is staffed by experienced and qualified trauma counsellors. Phone: 1800 424 017.

Relationships Australia

RANSW provides counselling, support and courses to reduce violence and increase safety in families. Support is available to men, women and children who have experienced violence in their families. For more information phone 1300 364 277 or [visit the website](#).

- [Safer Pathways](#): As part of Safer Pathways, men subjected to domestic and family violence are referred to appropriate 'localised support services' across NSW. RA is the localised support service for the Griffith and Albury areas as well as the Far South Coast (Moruya). Safer Pathways provides support for men experiencing domestic and family violence and representation of male 'serious threat' victims at [Safety Action Meetings](#).

Northern Territory (NT)

Catholic Care

Catholic Care provide counselling and other support services in Darwin, Katherine, Alice Springs, Tennant Creek, APY Lands, Daly River, Palmerston, Tiwi Islands and Wadeye. For more information phone (08) 8944 2000 or [visit the website](#).

Queensland (QLD)

Domestic Violence Action Centre

The Domestic Violence Action Centre provides free and confidential services for people experiencing domestic, family, and sexual violence, with offices in Ipswich and Toowoomba. The [DVAC website](#) is available in Swahili, Hindi, Mandarin and Arabic.

- Ipswich – (07) 3816 3000
- Toowoomba – (07) 4642 1354

DVAC Men’s Domestic Violence Intervention Group (Toowoomba only): Qualified experienced facilitators provide domestic violence education and support to men who use violence in their intimate partner relationships. The program runs for 27-weeks and each session is two hours. The group is offered face to face and online via Zoom.

The program is designed to provide education on what domestic violence is and, through the themes covered in the program, to assist the participants attending to understand and change their behaviours of violence and abuse towards their partner or ex-partner.

DV Connect Mensline – 1800 600 626

DV Connect Mensline is a free and confidential telephone counselling, referral and support service especially set up for men.

It is a Queensland-wide service that operates between 9:00am and midnight, 7 days a week.

Domestic Violence Prevention Centre

The DVPC runs programs for men who are experiencing family violence, as well as those who are perpetrating family violence. For a full list of programs [visit the DVPC website](#).

South Australia (SA)

Relationships Australia SA

RASA operate [a number of FDV programs](#) including support for victims – survivors, parenting support programs, violence prevention and post separation support services.

For more information [visit the website](#) or phone 1300 364 277 / 1800 182 325.

Tasmania (TAS)

Safe Choices

The Safe Choices program is state-wide initiative of the [Tasmanian Family Violence Action Plan 2015-2020](#) (Safe Homes, Safe Families). The program will provide practical support, advice and referral to support services, for those people experiencing Family Violence, through providing the following services:

- A [website](#) providing information around Family Violence and support services available.
- E-mail support available to all members of the community
- Phone support through a 1800 number
- Information packs
- One to one support from a case worker for those people experiencing multiple needs

Victoria (VIC)

Family Life

Family Life is a specialist family services provider. Family Life takes an all of family, all of community approach to build resilience and healthy relationships and are committed to improving responses to child vulnerability and family violence by achieving better outcomes for survivors and communities.

- **Men’s Behaviour Change Program:** A program for men wanting to end the use of violence in relationships. Changing behaviour and challenging beliefs are the vital first steps to becoming better fathers and partners.

- **Dads in Focus:** Is your use of violence hurting your family? Changing your behaviour is the first step towards ending family violence. Family Life offers a safe, non-judgemental space for you to overcome your personal issues.

inTouch Multicultural Centre Against Family Violence

inTouch work with migrant, refugee and culturally and linguistically diverse (CALD) communities and have bilingual and bi-cultural workers who provide case management, outreach, secondary consultations and referrals.

inTouch operates ***Motivation for Change***, a trauma-informed and culturally accessible program to engage men from south Asian communities. The program combines weekly group sessions for men with case management. The program is delivered in Dandenong and Sunshine.

For more information phone (03) 9413 6500 or visit the [inTouch website](#).

Relationship Matters

Relationship Matters run a number of programs, including **Roadworthy for Dads** – a free 9 week program designed specifically for dads of babies to young teenagers. You will discover:

- what it means to be a parent (the nuts and bolts of parenting).
- how to develop a healthy parenting style.
- how to improve family communication and handle conflict with respect.
- practical tools to help stay calm and avoid the potholes of parenting.
- how to tune into your kids at different stages and different ages.
- how to work as a team to make a positive difference.
- how to look after yourself and make sure you're firing on all cylinders.

For information on other program [visit the website](#), or phone 1300 543 396.

The Sexual Assault & Family Violence Centre

The SAFV Centre offers a wide range of free and confidential services for adults, children and young people who have experienced sexual assault or family violence. Services include a 24/7 crisis care hotline – 1800 806 292, case management, counselling, and therapeutic support.

SAFV has three locations in Geelong, Horsham, and Footscray. [Visit the website](#) for more information.

Western Australia (WA)

Communicare

Communicare runs programs for men who are experiencing family violence, as well as those who are perpetrating family violence.

- **Breathing Space:** A [behaviour change program](#) to men who have been abusive in their intimate partner and family relationships.
- **Safe at Home:** [Individual support, information and referrals](#) for men to assist them to make positive behaviour changes that improve their relationship with their partner, children or family members following a domestic violence incident.
- **Connect and Respect:** A [behaviour change program](#), working with men who have been charged with family and domestic violence offences.

- **Safer Communities:** A [confidential and supportive environment](#) for men who have used abusive or violent behaviours in their relationships to work towards improving how they interact with their partners and families.

DV Assist

Information, resources, and practical support for those experiencing or concerned about others who may be experiencing domestic and family violence. Phone: 1800 080 083 from Monday to Friday, 10am – 7pm or visit the [DV Assist website](#).

National and state based LGBTIQ+ specific services

Information on health and counselling services, social groups, legal support, multicultural specific services, and other services can be found on this [national LGBTIQ+ directory](#).

Q Life

A peer run counselling and referral service for people who are LGBTIQ+ providing early intervention, peer supported telephone and web-based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.

Phone counselling and web chat services are available 7 days a week, between the hours of 3:00pm – 12:00am. Visit the [Q Life website](#) for more information.

Another Closet

A [website for people in LGBTIQ relationships](#) who are, or may be, experiencing domestic or family violence. The website also contains the [contact details for a range of services](#) that can offer information, support and referral to individuals experiencing domestic and family violence.

Rape & Domestic Violence Services Australia (RDVSA)

To find a support services in your state or territory visit the [website](#).

The Queensland Rainbow Hub

A free space to support and empower international LGBTIQ+ students and friends in Queensland: <https://www.facebook.com/QLDrainbowhub/>

With Respect – 1800 542 847

w|respect is a specialist LGBTIQ+ family violence service supporting both people in LGBTIQ+ communities and their families affected by family violence. After hours counselling is available on Wednesday, between 5pm and 11pm, and on Saturday and Sunday, between 10am and 10pm.

Uniting Care runs the peer support program QRAC. Contact Ian (0400 121 907), Jayke (0448 440 991) or Andi (0409 091 734) for more information.

Living Proud LGBTI Community Services of WA

Living Proud aims to promote the wellbeing of lesbian, gay, bisexual, transgender, intersex, queer and other sexuality, sex and gender diverse people in Western Australia.

Phone: (08) 9486 9855, QLife Counselling Line free call: 1800 184 527; **Q Life webchat** also available.