

## National Family & Domestic Violence Services – New South Wales (NSW)

*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 relationship support services 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 Australian 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.

#### **Your Toolkit**

The aim of [Your Toolkit](#) is to provide you and your family with support and help on the path to a more independent, confident and safe life. It has been built in consultation with women who have experienced domestic and family violence, support worker and industry professional who understand the needs of women and families experiencing abuse.

### 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](#)

## Migrant and refugee support services

### **Immigrant Women's Speakout Association (NSW SOUTH WALES)**

[Speakout](#) assists women to understand their rights and options and support services available to them. They can help women experiencing domestic violence:

- apply for Family Violence Provision (FTP)
- access financial assistance such as Centrelink payments
- apply for housing and crisis accommodation
- apply for Apprehended Violence Orders
- access legal advice

Speakout also assists women by providing information on immigration regulations, providing court support and general assistance according to the needs of individual clients. Ph: (02) 9635 8022

## 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](#).

## Male specific services

### **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.

### **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 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 don't 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