

## National Family & Domestic Violence Services – Queensland (QLD)

*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 to help identify what you can do and 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**

Providing relationship support services for individuals, families and communities. 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**

[An online resource](#) 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 an understanding of rights and where to get support. It includes factsheets and is 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.

#### **Our Watch**

Our Watch is a national leader in the primary prevention of violence against women and their children in Australia. The website includes many useful [tools and resources](#).

### 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 Support Service (QUEENSLAND)**

The Immigrant Women's Support Service (IWSS) is a specialist service response for immigrant and refugee women from non-English speaking background and their children who have experienced domestic and/or sexual violence.

**Vision:** In Queensland, women from non-English speaking backgrounds and their children are safe, independent and hopeful about their future.

**Mission:** To provide timely and high-quality services to women from non-English speaking backgrounds and their children who experience domestic and/or sexual violence.

IWSS is open Monday to Friday, 9:00am to 4:00pm, phone (07) 3846 3490 or [visit the IWSS website](#).

[World Wellness Group](#) has a free Multicultural Connect Phone Line (1300 079 020) for those affected by Covid-19. The service is open to people of all ages and backgrounds, regardless of visa status. WWG also offers free mental health support for people on temporary visas. Referral forms and more information is available by contacting WWG on (07) 3333 2100.

## 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/>

## 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

**Additional financial support****Escaping Violence Payment (Uniting)**

The Escaping Violence Payment trial will provide women with financial assistance of up to \$1,500 in cash with the remainder available for goods and services or direct payments of bonds, school fees or other support to help establish a safe home.

The UnitingCare Australia Consortium has been selected as the service provider to deliver the payments and will also support women to engage with other relevant services that support women and their children. This includes other Commonwealth or state and territory government funded community services.