

# Australian Referral Pathways



**Sexual**

**Health**

**Quarters**



## 13 Yarn

24/7 telephone yarning for First Nations people. 13YARN offers a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week. 13YARN empowers the community with the opportunity to yarn without judgement and provide a culturally safe space to speak about their needs, worries or concerns.

☎ 13 92 76 🌐 [13yarn.org.au](http://13yarn.org.au)

## Kids Helpline

24/7 telephone counselling service for young people aged 5 - 25. Qualified counsellors at Kids Helpline are available via WebChat and phone anytime and for any reason.

☎ 1800 55 1800 🌐 [kidshelpline.com.au](http://kidshelpline.com.au)

## Say it Out Loud

For people in LGBTQ+ communities to have healthy relationships, get help for unhealthy relationships and support their friends. To find a service that can help.

🌐 [sayitoutloud.org.au/abusive-relationships/getting-help/find-a-service](http://sayitoutloud.org.au/abusive-relationships/getting-help/find-a-service)

## QLife

QLife is for LGBTIQ+ people and their loved ones wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings, or relationships.

☎ 1800 184 527 🌐 [qlife.org.au](http://qlife.org.au)

## Rainbow Sexual, Domestic & Family Violence Service Help Line

Anyone in Australia who is from the LGBTQIA+ community who has recently or in the past experienced sexual domestic or family violence, Family members, friends and supporters of someone from the LGBTQIA+ community who has experienced sexual domestic or family violence, Others who may be impacted by violence targeted toward the LGBTQIA+ community, including professionals.

☎ 1800 385 578 🌐 [fullstop.org.au/get-help/our-services/rainbowviolenceandabusesupport](http://fullstop.org.au/get-help/our-services/rainbowviolenceandabusesupport)

## Relationships Australia

Support groups and counselling on relationships, and for abusive and abused partners.

☎ 1300 364 277 🌐 [relationships.org.au](http://relationships.org.au)



## No to Violence

Largest peak body in Australia for organisations and individuals who work with men to end family violence.

☎ 1300 766 491 [🌐 ntv.org.au](http://ntv.org.au)

## 1800 Respect

24/7 confidential information, counselling and support service.

☎ 1800 737 732 or text 0458 737 732 [🌐 1800respect.org.au](http://1800respect.org.au)

## FullStop Australia: 1800 FULLSTOP

Provides counselling for people whose lives have been impacted by violence and abuse.

☎ 1800 385 578 [🌐 fullstop.org.au](http://fullstop.org.au)

## Lifeline

24/7 telephone service.

☎ 13 11 14

## Mensline Australia

Offers free professional 24/7 telephone and online counselling support for men specialising in mental health, anger management, family violence and wellbeing.

☎ 1300 78 99 78 [🌐 mensline.org.au](http://mensline.org.au)

## Translating and Interpreting Service (TIS National)

An interpreting service provided by the Department of Home Affairs for people with limited English language proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.

☎ 131 450 [🌐 tisnational.gov.au](http://tisnational.gov.au)

## Ask Izzy

Free and anonymous website to find national and local support. It includes services like housing, meals, healthcare, counselling, legal advice, domestic and family violence help and many more.

[🌐 askizzy.org.au/dfv-help/personalise/page/are-you-safe](http://askizzy.org.au/dfv-help/personalise/page/are-you-safe)



## National Sexual Assault, Domestic & Family Violence Counselling Service

24/7 telephone service.

☎ 1800 737 732

## YWCA

Programs and services including personalised support plans, safety planning, safety measures and security upgrades to homes so women, gender diverse people and their families can remain safe, counselling, referrals to other local support services including crisis accommodation, case management, support with police and legal proceedings.

🌐 [ywca.org.au](http://ywca.org.au)

## National Aboriginal Community Controlled Health Organisation (NACCHO)

Find an Aboriginal Community Controlled Health Organisation (ACCHO) or Affiliate.

☎ 02 6246 9300 🌐 [naccho.org.au](http://naccho.org.au)



## Domestic Violence Crisis Service (DVCS)

DVCS offers crisis support that is non-judgmental, practical and focused on victim-survivors and their needs. DVCS talks to people about their history, current fears and safety concerns, children and families, accommodation, health, finances, legal issues, hopes and intentions for the future. 24/7 crisis telephone line.

☎ 02 6280 0900 [🌐 dvcs.org.au](http://dvcs.org.au)

## Canberra Rape Crisis Centre (CRCC)

CRCC provides crisis care for recent incidents of sexual violence, struggles resulting from historic trauma, emotional support, support for non-offending parents, carers, and friends of those who have suffered sexual violence. Crisis phone line available from 7am-11pm.

☎ 02 6247 2525 [🌐 crcc.org.au](http://crcc.org.au)

## Access Mental Health Line (AMHL)

The Access Mental Health Line is available 24 hours a day, 7 days a week. We provide mental health assessments over the phone to decide what type of mental health supports may be helpful for you. 24/7 mental health support telephone line.

☎ 1800 629 354 [🌐 canberrahealthservices.act.gov.au/services-and-clinics/services/access-mental-health](http://canberrahealthservices.act.gov.au/services-and-clinics/services/access-mental-health)

## Relationships Australia Canberra & Region

Organisation dedicated to supporting individuals and families to live meaningful lives, and to enjoy positive and respectful relationships.

☎ 1300 364 277 [🌐 racr.org.au](http://racr.org.au)

## Meridian

Professional, peer-led counselling service for people living with HIV, people impacted by HIV, LGBTIQ+ people, their families-of-choice, carers and allies.

[🌐 meridianact.org.au](http://meridianact.org.au)

## YCWA Canberra

Service for women and non-binary people and their families in Canberra who are experiencing domestic and family violence.

☎ 02 6185 2000 [🌐 ywca-canberra.org.au/community-services/domestic-violence-support-service](http://ywca-canberra.org.au/community-services/domestic-violence-support-service)

## Winnunga Nimmityjah Aboriginal Health and Community Services (WNAHCS)

An Aboriginal community controlled and managed primary health care service operated by the Aboriginal community of the ACT. It aims to provide a culturally safe, holistic health care service for the Aboriginal and Torres Strait Islander people of Canberra and surrounding regions.

☎ 02 6284 6222

[🌐 communityservices.act.gov.au/domestic-and-family-violence-support/list-of-services/mental-health/winnunga-nimmityjah](http://communityservices.act.gov.au/domestic-and-family-violence-support/list-of-services/mental-health/winnunga-nimmityjah)



## NSW Domestic Violence Line

The NSW Domestic Violence Line provides counselling and referrals to women experiencing domestic and family violence. 24/7 Domestic Violence telephone helpline.

☎ 1800 656 463 🌐 [service.nsw.gov.au/guide/domestic-and-family-violence](https://service.nsw.gov.au/guide/domestic-and-family-violence)

## The NSW Mandatory Reporter Guide

An online guide to assist with identifying different types of abuse towards a child or young person and what to do next.

🌐 [reporter.childstory.nsw.gov.au/s/mrg](https://reporter.childstory.nsw.gov.au/s/mrg)

## ACON Sydney

A service to help LGBTQ+ people who have experienced domestic and family violence by providing a range of resources and support services.

🌐 [acon.org.au/what-we-are-here-for/domestic-family-violence](https://acon.org.au/what-we-are-here-for/domestic-family-violence)

## IARC – Immigration Advice and Rights Centre

IARC offers free immigration legal advice and assistance to people experiencing domestic and family violence.

🌐 [iarc.org.au/immigration-and-domestic-violence](https://iarc.org.au/immigration-and-domestic-violence)

## DV West

Domestic Violence support for Aboriginal women and children. Provides supported crisis accommodation, transitional housing and outreach support for women and children in the Nepean, Blue Mountains, Blacktown/Hills and Hawkesbury districts. An After Hours service (DVRE) is provided in the Nepean, Blue Mountains and Hawkesbury districts.

☎ (02) 4732 2318 🌐 [dvwest.org.au](https://dvwest.org.au)

### **Safe Steps**

Victoria's 24/7 family violence response centre for confidential crisis support, information and accommodation.

☎ safesteps.org.au ☎ 1800 015 188

### **The Orange Door**

The Orange Door provides help and support for family violence, as well to as families in need of support with the wellbeing and development of children.

☎ orangedoor.vic.gov.au

### **Men's Referral Service**

Free, confidential expert support for people at risk of using family violence.

☎ 1300 766 491 ☎ ntv.org.au

### **Rainbow Door**

Rainbow Door provides free specialist advice to LGBTIQ+ people and their friends and families.

☎ 1800 729 367 or text 0480 017 246 ☎ rainbowdoor.org.au

### **InTouch - Multicultural Centre Against Family Violence**

Free and confidential support services for migrant and refugee women.

☎ 1800 755 988 ☎ intouch.org.au

### **Djirra**

Telephone counselling service for Aboriginal people who are experiencing or have experienced family violence.

☎ 1800 105 303 ☎ djirra.org.au/contact-us

### **Dardi Munwurro's Brother to Brother**

Telephone crisis support for Aboriginal men with family violence issues.

☎ 1800 435 799 ☎ dardimunwurro.com.au/contact

### Family Violence Counselling and Support Service (FVCSS)

FVCSS offers professional and specialised services to assist children, young people and adults affected by family violence. Tasmanian whole of government response to family violence; FVCSS works with a range of services across government and the community sector.

☎ 1800 608 122 [📄 health.tas.gov.au/publications/family-violence-counselling-and-support-service-fvcss-brochures](https://health.tas.gov.au/publications/family-violence-counselling-and-support-service-fvcss-brochures)

### Safe At Home

24/7 Information and referral service where callers are able to access the full range of response, counselling, information and other support services provided by Safe at Home.

☎ 1800 633 937 [📄 safeathome.tas.gov.au](https://safeathome.tas.gov.au)

### Engender Equality

Statewide counselling and support service for people affected by family violence.

☎ 03 62789090 [📄 engenderequality.org.au](https://engenderequality.org.au)

### Safe Choices

Statewide service for children, young people and adults affected by family violence. Safe Choices provides information and practical support.

☎ 1800 806 189 [📄 safechoicestas.org.au](https://safechoicestas.org.au)

### Women's Safety Services SA

Supports for women and their children who are experiencing domestic and family violence.

☎ (08) 8152 9200 [📄 womenssafetysservices.com.au](https://womenssafetysservices.com.au)

### Tasmanian Aboriginal Centre (TAC)

Counselling services and social and emotional wellbeing programs.

☎ (03) 6234 0700 or 1800 132 260 [📄 tacinc.com.au](https://tacinc.com.au)





## DV Connect

A service that helps Queenslanders find pathways to safety, away from domestic, family and sexual violence. We provide emergency transport and accommodation for your entire family including pets. We also provide safety planning, crisis counselling, intervention, information and referrals at no cost. 24-hour domestic violence helpline.

☎ 1800 811 811 (women's line) or 1800 600 636 (men's line)   [🌐 dvconnect.org](https://www.dvconnect.org)

## Sheltered by Grace

Sheltered by Grace has a dedicated domestic violence facility and caters to both men and women escaping domestic violence situations. Accommodation service based in South East Queensland that houses Single Men over the age of 25 escaping Domestic Violence.

☎ 07 3200 7145   [🌐 sbg.org.au](https://www.sbg.org.au)

## Louise Spencer Counselling

Clinician, mediator and therapist who offers confidential counselling services to men who have experienced abuse. Available for consultation and appointments across Australia both in person or via phone or Zoom.

☎ 0401 011 181   [🌐 louisespencer.com.au](https://www.louisespencer.com.au)

## Domestic Violence Prevention Centre

Counselling, practical support, safety planning and referral.

☎ 07 5532 9000   [🌐 domesticviolence.com.au](https://www.domesticviolence.com.au)

## Murri Sisters

An Indigenous community organisation for Aboriginal and Torres Strait Islander women and children who are experiencing Domestic and Family Violence and associated factors that are linked to homelessness.

☎ 07 3290 3769   [🌐 murrisisters.org.au](https://www.murrisisters.org.au)

## Gallang Place Aboriginal and Torres Strait Islander Corporation Counselling Services

Culturally appropriate counselling and support services for any age, gender identity, sexual orientation, marital status, beliefs or disabilities.

[🌐 gallangplace.org.au](https://www.gallangplace.org.au)



## Darwin Aboriginal and Islander Women's Shelter

24/7 line that provides safe and culturally appropriate services for Aboriginal and Torres Strait Islander women who are escaping family violence.

☎ 08 8945 2284   🌐 [ntcommunity.org.au/service/darwin-aboriginal-islander-womens-shelter](https://ntcommunity.org.au/service/darwin-aboriginal-islander-womens-shelter)

## Catherine Booth House

24/7 short term crisis accommodation, referral and support for adult and young women over 18 years old.

☎ 08 981 5928   🌐 [shelterme.org.au](https://shelterme.org.au)

## Ali Curung Safe House

Provides emergency accommodation related to domestic, family, and community violence on a 24/7 basis. The Safe house also provides outreach support for “at-risk” women and children by providing information, support, and referrals to relevant service providers.

☎ 08 8964 1967   🌐 [barkly.nt.gov.au](https://barkly.nt.gov.au)

## Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council

NPY Women's Council is an Anangu led organisation that delivers health, social and cultural services in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) region of Central Australia. Atunypa Wiru Minyma Uwankaraku (Good protection for all women).

☎ 1800 180 840   🌐 [npywc.org.au/what-we-do/domestic-and-family-violence-service](https://npywc.org.au/what-we-do/domestic-and-family-violence-service)



## **Domestic Violence and Aboriginal Family Violence Gateway Services**

24/7 Counselling and support for women experiencing domestic and family violence.

☎ 1800 800 098 🌐 [womenssafetyservices.com.au](http://womenssafetyservices.com.au)

## **The Domestic Violence Crisis Service Line**

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

☎ 1800 800 098 🌐 [dvcs.org.au/our-services/crisis-intervention](http://dvcs.org.au/our-services/crisis-intervention)

## **KWY Aboriginal and Torres Strait Islander Family Services**

Provides services and support in domestic and family violence, child protection, youth work, kinship care, disability, mentoring, Aboriginal education outcomes and perpetrator intervention.

☎ 08 8377 7822 🌐 [kwy.org.au/our-services](http://kwy.org.au/our-services)

## **Nunga Mi:Minar – Northern Regional Domestic Violence and Aboriginal Family Violence Service**

Provides support for Aboriginal and Torres Strait Islander women and their children escaping family violence by providing an immediate safety response, accommodation and material assistance, advice, information and advocacy.

☎ 1800 003 038 or 8367 6474

## **Embolden**

South Australia's peak body for domestic, family and sexual violence services. Advocate for women's rights to respect, safety and self-determination.

🌐 [embolden.org.au](http://embolden.org.au)

## **Uniting Communities**

Confidential support service for people experiencing violence, are feeling controlled, want help managing their own anger and violent behaviours.

☎ 08 8202 5190 🌐 [unitingcommunities.org/service/counselling/domestic-and-family-violence](http://unitingcommunities.org/service/counselling/domestic-and-family-violence)



## Women's Domestic Violence Helpline

☎ 1800 007 339 [🌐 wa.gov.au/service/community-services/community-support/womens-domestic-violence-helpline](https://wa.gov.au/service/community-services/community-support/womens-domestic-violence-helpline)

## Sexual Assault Resource Centre

Statewide service providing emergency services and counselling for people who have experienced both past and recent sexual assault.

☎ 1800 199 888 [🌐 kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC](https://kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC)

## Djinda Service

Provides advocacy and support for Aboriginal and Torres Strait Islander women and children in the Perth metropolitan area who have experienced family violence and/or sexual assault.

☎ 08 6164 0650 [🌐 relationships.wa.gov.au/Services/Aboriginal-Community-Support/Djinda-Service](https://relationships.wa.gov.au/Services/Aboriginal-Community-Support/Djinda-Service)

## Yorgum Healing Services

Provides culturally secure specialist counselling, case management and holistic support services, for male and female Aboriginal & Torres Strait Islander people of all ages, including Aboriginal children and those in the child protection system, who have experienced sexual abuse or witnessed family violence; or have been affected by family violence or sexual abuse.

☎ 1800 469 371 [🌐 yorgum.org.au](https://yorgum.org.au)

## Safer Options

Provides information and resources about intimate partner violence (IPV) experienced by LGBTIQ+ individuals.

[🌐 saferoptions.org.au](https://saferoptions.org.au)

## LUMA (Formerly Women's Health & Family Services)

Family and domestic violence specialists who work directly with you by listening to your situation, assessing your level of risk, and providing you with individual support. Programs for multicultural women and children, youth and young adults and Aboriginal-led support groups.

[🌐 luma.org.au](https://luma.org.au)

## South Coastal Healthcare Service

Counselling for women, children and families following violence.

☎ 08 9550 0900 [🌐 southcoastal.org.au](https://southcoastal.org.au)



## Men's Domestic Violence Helpline

Provides telephone information and referrals for men who are concerned about their violent and abusive behaviours and for male victims of family and domestic violence in Western Australia.

[wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline](https://www.wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline)

## Crisis Care

A 24-hour information and counselling service for people in WA in need of urgent help with a personal crisis. Their services can help people escaping family and domestic violence, including to find emergency accommodation and counselling.

☎ (08) 9223 1111 or 1800 199 008



## Apps

**Daisy** – an app to connect people to a range of support services across the country. It allows you to access phone numbers and websites for support services. Co-Designed by 1800Respect.

**Sunny** – an app for people with disability affected by violence and abuse. It helps you tell your story, understand what has happened to you, know your rights and find people who can help you. Developed by 1800Respect.

**Arc** - can help people to track details of abusive behaviour, record their experiences and tell their stories. Users can upload photos, videos, audio, and diary entries to record what has happened, when it happened and how it made them feel.

**Help Me** - is designed to help keep kids safe but can also help people of all ages, covering all personal emergencies. The app has a 'Help Me' button that sounds like a warning and lets you send an SMS to those in your safety network. It also has resources to educate kids and parents on how to stay safe.

**Positive Pathways** - is a safety and wellbeing app for women experiencing domestic and family violence. Its main purpose is for use in emergencies, with audio recording, automatic help messages, GPS location, and a one-touch 000 call function.

**Empower You** - helps people to record incidents of abusive behaviour. It also provides contact information for more than 900 local support services.

**The Emergency+ app** - helps you call Triple Zero (000) quickly and communicates your location to emergency call-takers. Emergency+ also includes SES and Police Assistance Line numbers as options, so non-emergency calls are made to the most appropriate number.



# Sexual Health Quarters

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**[shq.org.au](http://shq.org.au)**

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