

Appendix 1:

This is an online document accessed via page 85 of the DFV Action Framework. If you have printed or saved this, check the IIH website for updated versions at: industryimpacthub.org/domestic-and-family-violence/dfv-action-framework-resources/ The version number is in the header.

Suggested DFV Referral Organisations, for frontline employees

(Where to refer customer and employee DFV victim-survivors for support)

Important:

- Follow your organisation's Privacy Policy and DFV Safety Steps, before sending information to a customer/employee.
 - ◇ Safety and confidentiality is paramount when assisting customers who are at risk of harm. It is vital that those who have or are experiencing domestic and family violence have control over their privacy and personal security.
 - ◇ Before any information is sent to a customer verify with the Customer that the information will be sent in a safe way.
 - ◇ Concerns can include a perpetrator having access to the customer's email accounts, a letter being sent to a shared address, or a text message to a phone that a perpetrator has access to.
 - ◇ It should also be noted that the 'typical' security identification procedures used when communicating with a customer about their account can be easily bypassed by an abuser who is a family member or intimate partner.
 - ◇ If in doubt, speak with a supervisor.
- Please let Telco Together Foundation know at info@telcotogether.org if any of the references no longer exist or are incorrect.
- A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type text messages. A TTY is required at both ends of the conversation in order to communicate. It can be used with both land lines and cell phones. Unlike text messaging, it is designed for synchronous conversation, like a text version of a phone call. A modern digital cell phone must support a special digital TTY mode in order to be compatible with a TTY device.

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Person	Coverage	Organisation	Hours	Help Line and website
If the person thinks they are in immediate danger:				
All customers and employees – in immediate danger	National	<u>Police, fire, ambulance</u>	24/7	000 If hearing or speech impaired, dial 106
National Support - Not in immediate danger:				
All customers and employees	National	<u>1800RESPECT</u> Australia's national sexual assault, domestic and family violence support service. The service provides free information, referrals and counselling.	24/7	1800 737 732 1800respect.org.au
All customers and employees	National	<u>Lifeline</u>	24/7	13 11 14 lifeline.org.au/
All customers and employees	National	<u>National Suicide Callback Services</u>	24/7	1300 659 467 suicidecallbackservice.org.au
All customers and employees	National	<u>Beyondblue</u>	24/7	1300 22 4636 beyondblue.org.au/get-support/get-immediate-support

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All customers and employees	National	<u>ReachOut</u> Online mental health service for young people and their parents in Australia.		au.reachout.com
All customers and employees	National	<u>Are you Safe At Home Right Now</u> A list of specialist family violence services in each State and Territory. These services either work directly with people experiencing family violence or will connect them to services that do. Are You Safe at Home? Is an initiative from Safe and Equal. https://safeandequal.org.au/	24/7	areyousafeathome.org.au/find-a-service/
All customers and employees	National	<u>Kids Helpline</u> Australia's only free (even from a mobile) confidential 24/7 online and phone counselling service for young people aged 5 to 25	24/7	1800 551 800 kidshelpline.com.au

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All customers and employees	National	<p><u>Sexual Abuse and Support Service</u> (formerly <u>Sexual Assault Counselling Australia</u>)</p> <p>Support for adults who experienced sexual assault in childhood and are involved in, or impacted by, the National Redress Scheme resulting from the Royal Commission into Institutional Responses to Child Sexual Abuse</p> <p>Supporters of anyone who has been impacted by institutional child sexual abuse, including parents and professionals</p>	24/7	1800 211 0128
All customers and employees	National	<u>National Debt Helpline</u>	<i>Weekdays</i> 9.30am – 4.30pm	1800 007 007
All customers and employees	National	<p><u>Full Stop Australia</u></p> <p>Confidential, trauma specialist counselling for people of all genders who are impacted by violence and abuse, as well as their friends, colleagues and family members.</p>	<i>Not available</i>	1800 385 578

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All customers and employees	National	<u>Translating and Interpreting Service</u> (TIS National)	24/7	131 450
Men customers and employees	National	<u>MensLine</u> Men's support with mental health, anger management, family violence (using and experiencing), addiction, relationship, stress and wellbeing	24/7	1300 789 978 mensline.org.au/
Men who use family violence	National	<u>Men's Referral Service, operated by No To Violence</u> Takes calls from men and women who are looking for help to improve their wellbeing and safety, who want to improve the wellbeing and safety of their children, or who are looking for help for their partner or another male family member. Translating Service Available	9am – 5pm	1300 766 491: ntv.org.au/
All customers and employees who are/ were veterans, and their families	National	<u>Open Arms</u> Veterans and families counselling		1800 011 046 openarms.gov.au

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LGBTI+ customers and employees	National	<u>Rainbow</u> Sexual, Domestic and Family Violence Helpline. Run by Full Stop Australia.	24/7	1800 497 212
LGBTI+ customers and employees	National	<u>QLife</u> Provides Australia-wide anonymous, LGBTI+ peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.	3pm – midnight every day	1800 184 527 Webchat qlife.org.au/
Indigenous, Aboriginal and Torres Strait Islander customers and employees	National	<u>Well Mob</u> Online websites, apps, podcasts, videos, helplines, social media and online programs with a focus on social and emotional wellbeing.	Online	wellmob.org.au/e-health-topics/keeping-safe/family-violence/
Older customers and employees	National	<u>National Elder Abuse phone line</u> A free call phone number that automatically redirects callers seeking information and advice on elder abuse with the existing phone line service in their jurisdiction.	Operating hours and services vary across jurisdictions.	1800 ELDERHelp (1800 353 374) compass.info/

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State-based support (Provide 1800RESPECT contacts too):				
All customers and employees in NSW	NSW	<u>Domestic Violence Line</u> Telephone counselling, information and referral for women and same sex partners who are experiencing or who have experienced domestic violence. <i>Interpreters are available</i>	24/7	1800 65 64 63 or TTY: 1800 671 442 <i>If hearing impaired, call the National Relay Service on 133 677</i>
All customers and employees in NSW	NSW	<u>Staying Home Leaving Violence</u> Different locations A support program available in many regions which assists people experiencing domestic and family violence to remain in their homes, supported by an AVO which excludes the abuser from residing there (exclusion order).	<i>Not available</i>	1800 65 64 63

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All customers and employees in NSW	NSW	<u>NSW Rape Crisis Centre</u> Trauma-specialist counselling, information and referral for anyone in NSW who has experienced or been impacted by sexual assault; Support, information and referral is also available for non-offending supporters.	<i>Not available</i>	1800 424 017
All customers and employees in NSW	NSW	<u>NSW Health Sexual Assault Services</u> The link accesses a list of services in different NSW locations	<i>Not available</i>	health.nsw.gov.au/parvan/sexualassault/Pages/health-sas-services.aspx
Migrant and refugee women who are victims of violence.	NSW	<u>Immigrant Women's Speakout Association NSW</u> Counselling and bilingual workers.	<i>Monday to Friday 9.30am - 5pm</i>	(02) 9635 8022

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Indigenous, Aboriginal and Torres Strait Islander customers and employees who have experienced family violence, sexual assault or any violent crime.	NSW	<u>Aboriginal Contact Line</u>	<i>Monday to Friday between 8am and 6pm except on public holidays</i>	1800 019 123
Indigenous, Aboriginal and Torres Strait Islander Women in NSW	NSW	<u>Indigenous Women's Domestic Violence Legal Advice Line</u>	<i>Monday: 1.30pm - 4.30pm Tuesday 9.30am - 12.30pm, Thursday: 1.30pm - 4.30pm, Friday 9.30am - 12.30pm</i>	(02) 8745 6999 1800 810 784

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Indigenous, Aboriginal and Torres Strait Islander Women in NSW	NSW	<u>Indigenous Women's Legal Contact Line</u> Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.	<i>Not available</i>	<i>1800 639 784 or (02) 8745 6977</i>
Indigenous, Aboriginal and Torres Strait Islander Women in NSW	NSW	<u>Legal advice clinics for Indigenous Women</u> Legal advice clinics in Blackett, Campbelltown, Cranebrook, Emerton and Liverpool for Aboriginal women to get legal advice on family law issues.	<i>Not available</i>	<i>(02) 8745 6900 or the IWLP line: 1800 639 784</i>

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Indigenous, Aboriginal and Torres Strait Islander Women in NSW	NSW	<p><u>Wirringa Baiya – Aboriginal Women’s Legal Centre</u></p> <p>Support for women and children who are experiencing domestic and family violence or sexual assault.</p> <p>Community-based legal centre managed by Aboriginal women. Specialise in working with Aboriginal women, children and youth (males 15 and under) who have been victims of violence.</p> <p>Free confidential legal advice, information, limited casework and referrals on areas of law such as domestic violence, AVOs, sexual assault, child protection and family law.</p>	<i>Not available</i>	<i>(02) 9569 3847 or 1800 686 587</i>
Indigenous, Aboriginal and Torres Strait Islander Women in NSW	NSW	<u>Mudgin-Gal Aboriginal Corporation & Women’s Service</u>	<i>Monday to Friday 9am – 5pm</i>	<i>(02) 9698 1173</i>

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All women in NSW	NSW	<u>Women's Legal Services NSW</u> Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence, sexual assault and discrimination.	<i>Monday and Thursday: 9.30am - 12.30pm Tuesday: 1.30pm - 4.30pm</i>	<i>1800 801 501 or (02) 8745 6988</i>
All customers and employees in NSW	NSW	<u>Domestic Violence Legal Service</u> Provides free confidential legal information, advice and referrals about domestic violence and Apprehended Domestic Violence Orders (ADVOs).	<i>Monday and Thursday: 1:30pm - 4:30pm Tuesday and Friday: 9:30am - 12:30pm</i>	<i>1800 810 784 or (02) 8745 6999</i>
All customers and employees in NSW	NSW	Legal Aid NSW	<i>Not available</i>	<i>1300 888 529</i>
People who are homeless in NSW	NSW	<u>Link2home</u> A homelessness information and referral service that is making it easier for people across NSW to get the information they need, get help with accommodation and be referred to local services	<i>24/7</i>	<i>1800 152 152</i>

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People in NSW who want to report child abuse	NSW	<u>NSW Child Protection Helpline</u> To discuss concerns or report child abuse		1800 65 64 63 (24/7) <i>Child Protection Helpline 13 21 11</i>
People in NSW who want to report violence to the police	NSW	<u>Police</u> For reporting sexual assault or domestic violence (non-emergency)		13 14 44
LGBTI+ customers and employees in NSW	NSW	<u>ACON</u> LGBTI health organisation offering information, referrals, counselling, advocacy and practical support for LGBTI people in NSW experiencing domestic and family violence.	<i>Not available</i>	(02) 9206 2000
LGBTI+ customers and employees in NSW	NSW	<u>Another Closet</u> For information and referral details on LGBTIQ+ domestic and family violence.	24/7	1800 65 64 63 TTY: 1800 67 1 42

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All customers and employees in ACT	ACT	<u>Domestic Violence Crisis Service</u> Telephone counselling and support Access to safe accommodation	24/7	02 6280 0900
All customers and employees in ACT	ACT	<u>Canberra Rape Crisis Centre</u> Sexual assault counselling Crisis support and advocacy	<i>Not available</i>	(02) 6247 2525
Males in ACT	ACT	<u>Service Assisting Male Survivors of Sexual Assault (SAMSSA)</u>	<i>Not available</i>	(02) 6247 2525
People in ACT who want to report abuse	ACT	<u>Care and Protection Services</u> For reporting abuse/ Discuss concerns and report child abuse.	<i>Not available</i>	1300 556 729
Women in ACT	ACT	<u>Women's Legal Centre</u> Free confidential legal advice for women by women, on a range of legal problems	<i>Not available</i>	1800 634 669 or (02) 6257 4499
All customers and employees in ACT	ACT	<u>Victim Support ACT</u> Provides information, advocacy, support and counselling services to people who have been a victim of crime in ACT.	<i>Not available</i>	1800 8222 72

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All customers and employees in Vic	VIC	<u>The Orange Door</u>	<i>247 to different locations and after hours service.</i>	orangedoor.vic.gov.au/
All customers and employees in Vic	VIC	<u>Safe Steps Family Violence Response Centre</u>	<i>247</i>	<i>1800 015 188</i> <i>Includes support for non English speakers</i>
Women in Vic	VIC	<u>Women's Information and Referral Exchange (WIRE)</u> Information, support and referral for women, including referral to counselling	<i>Monday - Friday 9am - 5pm</i>	<i>1300 134 130 or TTY 13 36 77</i>
People needing legal support in Vic	VIC	<u>Victoria Legal Aid</u> Provides free information about the law and how Legal Aid can help with legal problems	<i>Monday - Friday 8.45am - 5.15pm</i>	<i>1300 792 387</i>

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Men in Victoria	VIC	<p><u>Men's Referral Service</u></p> <p>An anonymous and confidential telephone service provided for men by men.</p> <p>For men wanting to stop violent or abusive behaviour towards their family members, but are not sure how or where to go for advice.</p> <p>Women may also call the Men's Referral Service seeking information and help for their male partner, husband, relative or friend.</p>	<i>Monday – Friday 9am – 9pm</i>	<i>(03) 9428 2899 or 1800 065 973</i>
Indigenous, Aboriginal and Torres Straights Islander people in Vic	VIC	<p><u>Djirra (Domestic Violence Resource Centre)</u></p> <p>Djirra is an Aboriginal Community Controlled Organisation providing practical support to Aboriginal people who are currently experiencing family violence, or have in the past.</p>	<i>Their offices are open Monday-Friday, 9am to 5pm. Their phone contact hours are Monday-Friday, 9am-10pm</i>	<i>1800 105 (03) 9486 9866</i> djirra.org.au

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People from a multicultural community. Refugee and Migrant Women.	VIC	<u>InTouch: Multicultural Centre Against Family Violence</u>	Office: 9am – 5pm Monday to Friday. Support Services 24/7	1800 755 988 (If the person is experiencing family violence and needs support) intouch.org.au/contact-us/ 03 9413 6500 (General Enquiries 9am-5am Mon – Fri). 131 450: If the person is experiencing abuse and needs a translator, call TIS on and ask TIS to call 1800RESPECT on 1800 737 732, or Safe Steps on 1800 015 188. Both services are open 24 hours

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LGBTI+ customers and employees in Vic	VIC	<u>Rainbow Door</u> Free specialist LGBTIQA+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpful providing information, support and referral to all LGBTIQA+ Victorians, their friends and family during COVID-19 and beyond. Run by Switchboard Australia.	<i>Seven days a week 10am – 5pm</i>	<i>1800 729 367</i>
Women in Qld	QLD	<u>DV Connect Womensline</u> Crisis counselling and support for women affected by domestic or family violence	<i>24/7</i>	<i>1800 811 811 or TTY: 1800 812 225</i>
Men in Qld	QLD	<u>DV Connect Mensline</u> Counselling, support and information for men who have experienced violence in their relationship Specialist assistance for men who would like to address their own use of violence	<i>9am – 12am, seven days a week</i>	<i>1800 600 636</i>

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All customers and employees in Qld	QLD	<u>Brisbane Domestic Violence Service (BDVS)</u> Crisis support and assistance for families, women, men, young people and children.	<i>Not available</i>	(07) 3217 2544
Women and Children from Culturally Linguistically Diverse (CALD) Backgrounds	QLD	<u>SARA (Support Assessment Referral Advocacy) Program</u>	<i>9am – 5pm</i>	Mobile 04 05 06 55 44 Email intake@saraprogram.org.au mfo.org.au/ domestic-violence
People in Qld who wish to report child abuse	QLD	<u>Child Safety Services' Enquiries Unit</u>	<i>Not available</i>	1800 811 810
Women in Qld	QLD	<u>Women's Legal Service Queensland</u> Community Legal Centre that provides free legal advice to women throughout Queensland in the areas of family law, child support, domestic violence and child protection.	<i>Monday, Tuesday, Thursday: 9.30am – 1.30pm, Wednesday: 1pm – 4pm, Evening: Monday and Wednesday: 6pm – 7.30pm</i>	1800 677 278 or (07) 3392 0670

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All customers and employees in Qld	QLD	<u>Legal Aid</u> Provides access to justice for disadvantaged Queenslanders by providing legal information, advice, referrals and representation.	<i>Not available</i>	1300 651 188
All customers and employees in SA	SA	<u>Domestic Violence Crisis Line</u> Crisis counselling, support, and referral to safe accommodation.	24/7	11300 782 200
All customers and employees in SA	SA	<u>Domestic Violence and Aboriginal Family Violence Gateway Services</u> Counselling for adults and children who have experienced domestic violence, and their concerned friends Counselling for people who commit domestic violence	24/7	1800 800 098
All customers and employees in SA	SA	<u>Yarrow Place</u> Provides counselling and support for those who have experienced sexual assault and who were aged 16 years or more at the time of the assault.	<i>Not available</i>	1800 817 421 or (08) 8226 8777. After hours: (08) 8226 8787

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People wanting to report abuse in SA	SA	<u>Families South Australia: Child Abuse Report</u> To discuss concerns or to report child abuse	24/7	131 478
Women wanting legal advice in SA	SA	<u>Women's Legal Service</u> Free and confidential legal advice, assistance, referrals and representation for women in South Australia	<i>Not available</i>	1800 816 349, TTY: 1800 670 864 or (08) 8221 5553
Women in WA	WA	<u>Women's Domestic Violence Helpline</u> Information, referral and telephone counselling	24/7	1800 007 339 or (08) 9223 1188
Women in WA	WA	<u>Women's Council for Domestic and Family Violence Services WA</u> Telephone support and referral to safe accommodation	<i>Monday – Friday 930am – 2.30pm</i>	(08) 9420 7264
Women in WA	WA	<u>Pat Giles Centre</u> Counselling and emergency accommodation for women and children affected by domestic violence	<i>Not available</i>	(08) 9300 0340
Men in WA	WA	<u>Men's Domestic Violence Helpline</u> Information, referral and telephone counselling	24/7	1800 000 599 or (08) 9223 1199

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People needing support from sexual assault in WA	WA	<u>Sexual Assault Resource Centre</u> Provides 24/7 emergency care in Perth Medical care, forensic examination, counselling support for those who have experienced sexual assault in the previous 14 days Counselling for people who have experienced sexual assault in the past	24/7	1800 199 888 or (08) 6458 1828
People wanting to report child abuse in WA	WA	<u>Department for Child Protection and Family Support</u>	<i>Not available</i>	1800 622 258 or (08) 9222 2555
People wanting to report sexual or domestic or family abuse in WA	WA	<u>The Police</u>	<i>Not available</i>	131 444 or visit your local station WA Police Sex Assault Squad: (08) 9428 1600
Women needing legal support in WA	WA	<u>Women's Law Centre (WA) Inc</u>	<i>Not available</i>	1800 625 122 or (08) 9272 8800

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All customers and employees in Tas	TAS	<u>Family Violence Counselling and Support Service</u>	<i>9am – midnight weekdays 4pm – midnight weekends and public holidays</i>	<i>1800 608 122</i>
All customers and employees in Tas	TAS	<u>Safe At Home – Family Violence Response and Referral Line</u>	<i>24/7</i>	<i>1800 633 937</i>
Women in Tas	TAS	<u>Engender Equality</u> Telephone and face to face counselling for women affected by abusive relationships. Based in Hobart	<i>Not available</i>	<i>(03) 6278 9090</i>
Women in Tas	TAS	<u>Yemaya: Women's Support Service</u> Counselling and support for women who have experienced abusive relationships. Based in Launceston	<i>Not available</i>	<i>(03) 6334 0305</i>

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All customers and employees in Tas	TAS	<u>Sexual Assault Services</u> Telephone and face to face counselling	24/7	Hobart and South: Phone (03) 6231 0044, After hours: 1800 697 877 Laurel House Launceston and North: Phone: (03) 6334 2740, After hours: 1800 697 877 Laurel House North West: Phone (03) 6431 9711, After hours: 1800 697 877
People who wish to report abuse in Tas	TAS	<u>Family Violence Response and Referral Line (Tasmanian Police)</u>	<i>Not available</i>	1800 633 937
Women who need legal advice in Tas	TAS	<u>Women's Legal Service</u> Free legal advice	<i>Not available</i>	1800 682 468
All customers and employees in NT	NT	<u>NT Government website – Get help for domestic, family and sexual violence</u> Contains phone numbers and links to support services, sorted by region	<i>Refer to individual services for their operating hours</i>	nt.gov.au/law/crime/domestic-family-and-sexual-violence/get-help-for-domestic-family-and-sexual-violence
Women in NT	NT	NPY Women's Council domestic violence service	<i>Not available</i>	1800 180 840 or (08) 8958 2374
Women in NT	NT	<u>Top End Women's Legal Service (TEWLS)</u> Based in Darwin	<i>Not available</i>	1800 234 441 or (08) 8972 3000