

Where to get help - Qld



FAMILY VIOLENCE LAW HELP





1800RESPECT

If you are in immediate danger - call police on Triple Zero (000).
Domestic and family violence counselling - [1800 RESPECT](https://www.1800respect.org.au) (1800 737 732)



Translating and Interpreting Service - 131 450
National Relay Service - 133 677

www.familyviolencelaw.gov.au

Legal Services		
Family Advocacy and Support Service, Legal Service	Legal help for people who are affected by domestic and family violence, with family law problems.	To get help, see www.familyviolencelaw.gov.au/fass
Legal Aid Qld	Legal help with family, criminal and civil law problems.	1300 651 188
Women's Legal Service Qld	Legal help for women about family law and domestic and family violence.	1800 WLS WLS (1800 957 957) Rural, Regional & Remote Line: 1800 457 117
Women's Legal Service North Qld	Legal help for women about family law, child protection and domestic and family violence. Services in Townsville and Cairns.	Advice line: 1800 244 504 Townsville office: (07) 4772 5400 Cairns office: (07) 403 5825
Community Legal Centres	Legal help provided by not-for-profit community organisations.	Find your local Community Legal Centre at www.naclc.org.au/clc_directory.php
Salvos Legal	Legal help with family law, child protection, housing, debt and immigration matters.	(07) 3280 8860
Solicitor Online Referrals, Qld Law Society	Online referrals to private lawyers in your local area or language.	See the online referral website https://services.qls.com.au/Web/FindLegalServices/OnlineReferral.aspx
Aboriginal and Torres Strait Islander Legal Services  		
Queensland Indigenous Family Violence Legal Service	Legal help and support for Aboriginal and Torres Strait Islander people who have experienced domestic and family violence. Services in Cairns, Townsville and Mt Isa, Rockhampton and Brisbane.	1800 887 700
Aboriginal Family Legal Service South Queensland	Legal help and support for Aboriginal and Torres Strait Islander people who have experienced domestic and family violence. Services in South Queensland.	1800 185 950
Aboriginal and Torres Strait Islander Legal Service Qld	Legal help for Aboriginal and Torres Strait Islander people. Legal Assistance Hotline (24 hours, 7 days).	1800 012 225
Aboriginal and Torres Strait Islander Women's Services NQ	Legal help for Aboriginal and Torres Strait Islander women in North Queensland.	1800 082 600

Courts		
Family Law National Enquiry Centre	General information about applying to the Family Courts, court procedures and your matter in court.	1300 352 000
Qld Courts	General information about court procedures and your matter in court. Most Domestic Violence Orders are dealt with in the Magistrates Court or Domestic Violence Court.	To contact your relevant court, see www.courts.qld.gov.au/contacts/courthouses
Children's Court, Brisbane	General information about court procedures and your child protection matter in the Children's Court.	(07) 3235 9841
Support at Court		
Family Advocacy and Support Service, Support Services	Support for people affected by domestic and family violence with family law problems. Includes referrals, information and help with safety at court.	To get help, see www.familyviolencelaw.gov.au/fass
Court Network	Information, support and referrals for people affected by domestic and family violence in the court system.	1800 267 671
Women's Domestic Violence Court Assistance Service	Information, support and referrals for women going through the Domestic Violence Order process in the Magistrates Court at Brisbane.	(07) 3917 0590
Victim Co-ordination Program, Victim Assist	Information about the court process, referrals to specialist services that provide court support and help writing a victim impact statement.	1300 546 587
Counselling and Support		
1800 RESPECT	Domestic and family violence counselling, information and referrals (24 hours, 7 days).	1800 RESPECT (1800 737 732)
DV Connect	Domestic and family violence counselling, information and referrals including assistance with emergency accommodation (24 hours, 7 days).	1800 811 811
MensLine	Phone support and referrals for men who have experienced or used domestic and family violence (24 hours, 7 days).	1300 789 978
DV Connect Menline	Phone counselling, referral and support for men.	1800 600 636
Men's Referral Service	Support and referrals for men including referrals to men's behaviour change programs. Information for women wanting help with a male partner or family member.	1300 766 491
Victims Assist Qld	Information, support and referral for victims of crime. Victims may be eligible for financial support.	1300 546 587
Family Relationships Advice Line	Information about family relationship issues and parenting arrangements after separation. Referrals to local services that can help.	1800 050 321
Sexual Assault Services		
Sexual Assault Helpline	Crisis phone counselling, referrals, help in reporting a sexual assault to police and preparing for court (24 hours, 7 days).	1800 010 120
Sexual Assault Reporting Anonymously	Website to report a sexual assault anonymously, information is passed on to police.	www.sara.org.au

Housing and Emergency Accommodation		
DV Connect	Help with emergency housing for people affected by domestic and family violence (24 hours, 7 days).	1800 811 811
Homeless Hotline	Referrals to homelessness services (24 hours, 7 days).	1800 474 753
Tenants Queensland	Legal help for tenants living in public and private residential housing.	1300 744 263
Department of Housing	Information about community and public housing, rental bond loans and applications.	13 QGOV (13 74 68)
Pets in Crisis	Temporary help with caring for a pet while escaping domestic and family violence.	1800 811 811
Financial help		
Centrelink Social Worker	Help with applying for a crisis payment and other benefits, as well as short-term counselling and referrals.	132 850 or visit local service centre
Victims Assist Qld	Information, support and referral for victims of crime. Victims may be eligible for financial support.	1300 546 587
Child Support	Information about and applications for child support.	131 272
Salvos Emergency Relief	People affected by domestic and family violence may be eligible for emergency relief (food, travel, phone, bills, utilities, clothing, etc).	1300 371 288
National Debt Helpline	Legal help and financial counselling, including about credit, banking, debt recovery and insurance.	1800 007 007
Banks	Some banks offer financial help to existing customers leaving domestic and family violence. If you're having trouble making repayments, all banks have financial hardship teams you can talk to.	Commonwealth Bank: 1800 222 387 NAB: 1800 701 599
No Interest Loan Scheme	People affected by domestic and family violence on low incomes may be eligible for safe, fair and affordable credit.	www.nils.com.au
Visa and Immigration		
Refugee and Immigration Legal Service	Legal help with immigration and refugee matters, as well as about family law, employment law and domestic and family violence.	(07) 3846 9300
Immigrant Women's Support Service	Support and referrals for immigrant and refugee women who have experienced domestic and family violence.	(07) 3846 3490
Salvos Legal	Legal help with refugee and immigration matters.	(07) 3280 8860
Solicitor Online Referrals, Qld Law Society	Online referrals to private lawyers in your local area or language.	See the online referral website https://services.qls.com.au/Web/FindLegalServices/OnlineReferral.aspx
LGBTIQ+ Services 		
LGBTI Legal Service	Legal help for LGBTIQ people.	(07) 3124 7160
QLIFE	Phone and internet counselling, support and referrals for LGBTIQ+ people and their families.	1800 184 527

Disability Services		
National Disability Advocacy Program	Support and advocacy for people with a disability to promote and protect their rights and community participation.	Find a Disability Advocate using the online finder: https://disabilityadvocacyfinder.dss.gov.au/disability/ndap
Disability Rights Information Service	Information, support and referrals for people with a disability, their family, friends or supports.	1800 422 015
National Disability Abuse and Neglect Hotline	A confidential service to report abuse and neglect of people with disability. Reports can be made by family members, friends, service providers or a person with disability.	1800 880 052
Older Persons Services		
Elder Abuse Prevention Unit	Information, support and referrals relating to elder abuse.	1300 651 192
National Aged Care Advocacy Line	Advocacy for people receiving aged care services, including people experiencing elder abuse.	1800 700 600
Relationships Australia Elder Relationship Service	Family counselling and mediation to help older people and their families to resolve family conflict, plan for the future and prevent elder abuse.	1300 063 232
Seniors Legal Advice and Support Service	Legal help and social work for older people experiencing elder abuse.	Brisbane: (07) 3214 6333 Cairns: 1800 062 608 Hervey Bay: (07) 4124 6863 Toowoomba: (07) 4616 700 Townsville: (07) 4721 5511
Other Crisis Support		
Alcohol and Drug Information Service	Alcohol and drug advice, crisis counselling, information and referrals.	1800 177 833
Gambling Help	Phone counselling and referrals for people affected by gambling (24 hours, 7 days).	1800 858 858
13 HEALTH	Confidential health advice, assessment and referral services staffed by a registered nurse (24 hours, 7 days).	13 HEALTH (13 43 25 84)
Suicide Call Back Service	Phone, video or online counselling for anyone affected by suicide (24 hours, 7 days).	1300 659 467
Lifeline	Crisis and suicide prevention counselling (24 hours, 7 days).	13 11 14
Men's Behaviour Change Programs		
<p>Men's Behaviour Change Programs provide support, group work, individual counselling and case management for men who use violence and want to change. It can also include support for women and children.</p> <p>To get information and referrals to your local Men's Behaviour Change Program, call the DV Connect Menline on 1800 600 636.</p>		

While we have tried to make the information here as up-to-date and accurate as possible, the law is complex and always changing. All legal problems are different. You should see a lawyer to get advice about your problem. Legal Aid NSW, National Legal Aid and the Commonwealth Attorney-General's Department are not liable for any errors or omissions, or for any loss or damage that arises from any person who relies on any information on this factsheet. This factsheet was developed in 2019.



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National Legal Aid

