

# Where to get help - ACT



FAMILY VIOLENCE LAW HELP



If you are in immediate danger - call police on Triple Zero (000).

**1800RESPECT**

Domestic and family violence counselling - [1800 RESPECT](https://www.1800respect.org.au) (1800 737 732)





**NATIONAL RELAY SERVICE**

Translating and Interpreting Service - **131 450**

National Relay Service - **133 677**

[www.familyviolencelaw.gov.au](http://www.familyviolencelaw.gov.au)

Legal Services		
<a href="#">Family Advocacy and Support Service, Legal Service</a>	Legal help for people who are affected by domestic and family violence, with family law problems.	(02) 6243 3431 To get help, see <a href="http://www.familyviolencelaw.gov.au/fass">www.familyviolencelaw.gov.au/fass</a>
<a href="#">Legal Aid ACT</a>	Legal help with family, criminal and civil law problems.	1300 654 314
<a href="#">Women's Legal Centre ACT</a>	Legal help for women about family law and domestic and family violence.	1800 634 669
<a href="#">Community Legal Centres</a>	Legal help provided by not-for-profit community organisations.	Find your local Community Legal Centre at <a href="http://www.naclc.org.au/clc_directory.php">www.naclc.org.au/clc_directory.php</a>
<a href="#">ACT Law Society</a>	Referrals to private lawyers in your local area or language.	(02) 6274 0300
Aboriginal and Torres Strait Islander Legal Services  		
<a href="#">Aboriginal and Torres Strait Islander Women's Access to Justice Program (Women's Legal Centre ACT)</a>	Legal help for Aboriginal and Torres Strait Islander women organised through an Aboriginal Liaison Officer. The Aboriginal Liaison Officer can also provide court support and other assistance.	(02) 6757 4499
<a href="#">Aboriginal Legal Service</a>	Legal help for Aboriginal and Torres Strait Islander people.	Family law and child protection: 1800 733 233 Criminal matters: 1800 765 767
Courts		
<a href="#">Family Law National Enquiry Centre</a>	General information about applying to the Family Courts, court procedures and your matter in court.	1300 352 000
<a href="#">ACT Magistrates Court</a>	General information about court procedures and your matter in the Magistrates Court. Most Family Violence Orders are dealt with in the Magistrates Court.	(02) 6205 0000
<a href="#">Children's Court</a>	General information about court procedures and your child protection matter in the Children's Court.	(02) 6207 1746
Support at Court		
<a href="#">Family Advocacy and Support Service, Support Services</a>	Support for people affected by domestic and family violence with family law problems. Includes information, support, referrals and help with safety at court.	(02) 6243 3431 To get help, see <a href="http://www.familyviolencelaw.gov.au/fass">www.familyviolencelaw.gov.au/fass</a>
<a href="#">Domestic Violence Crisis Service</a>	Support for people who have experienced violence at court with Family Violence Order matters. Also provide domestic and family violence counselling, information and referrals including assistance with emergency accommodation (24 hours, 7 days).	(02) 6280 0900

Counselling and Support		
<a href="#">1800 RESPECT</a>	Domestic and family violence counselling, information and referrals (24 hours, 7 days).	1800 RESPECT (1800 737 732)
<a href="#">Domestic Violence Crisis Service</a>	Domestic and family violence counselling, information and referrals including assistance with emergency accommodation (24 hours, 7 days).	(02) 6280 0900
<a href="#">MensLine</a>	Phone support and referrals for men who have experienced or used domestic and family violence (24 hours, 7 days).	1300 789 978
<a href="#">Men's Referral Service</a>	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
<a href="#">Victims Support ACT</a>	Information, support and referral for victims of crime. Victims may be eligible for financial support.	1800 822 272
<a href="#">Family Relationships Advice Line</a>	Information about family relationship issues and parenting arrangements after separation. Referrals to local services.	1800 050 321
Housing and Emergency Accommodation		
<a href="#">Domestic Violence Crisis Service</a>	Help with emergency housing for people affected by domestic and family violence (24 hours, 7 days).	(02) 6280 0900
<a href="#">OneLink</a>	Referrals to homelessness services as well as other support services.	1800 176 468
<a href="#">Tenant's Advice Service</a>	Legal help for tenants living in public and private residential housing.	(02) 6247 2011
<a href="#">Housing ACT</a>	Information about community and public housing, rental bond loans and applications.	133 427
RSPCA ACT	Temporary help with caring for a pet while escaping domestic and family violence.	(02) 6287 8111
Visa and Immigration		
<a href="#">Legal Aid ACT</a>	Legal help with immigration matters.	1300 654 314
<a href="#">Companion House</a>	Counselling, medical, migration support and community development services for asylum seekers and refugees.	(02) 6251 4550
<a href="#">Refugee Council of Australia</a>	Website with services that can help refugees and asylum seekers with immigration advice.	Find a local service at <a href="http://www.refugeecouncil.org.au/migration-advice">www.refugeecouncil.org.au/migration-advice</a>
<a href="#">ACT Law Society</a>	Referrals to private lawyers in your local area or language.	(02) 6274 0300
Sexual Assault Services		
<a href="#">Canberra Rape Crisis</a>	Crisis phone counselling, referrals and help with reporting a sexual assault to police and preparing for court (24 hours, 7 days).	(02) 6247 2525
<a href="#">Sexual Assault Reporting Anonymously</a>	Website to report a sexual assault anonymously, information is passed on to police	<a href="http://www.sara.org.au">www.sara.org.au</a>
LGBTIQ+ Services 		
<a href="#">QLIFE</a>	Phone and internet counselling, support and referrals for LGBTIQ+ people and their families.	1800 184 527

Financial help		
<a href="#">Centrelink Social Worker</a>	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
<a href="#">Victims Support ACT</a>	Information, referrals and counselling for victims of crime. Victims may be eligible for financial support.	1800 822 272
<a href="#">Child Support</a>	Information about and applications for child support.	131 272
<a href="#">Salvos Emergency Relief</a>	People affected by domestic and family violence may be eligible for emergency relief (food, travel, phone, bills, utilities, clothing, etc).	1300 371 288
<a href="#">National Debt Helpline</a>	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.	<a href="#">Commonwealth Bank:</a> 1800 222 387 <a href="#">NAB:</a> 1800 701 599
<a href="#">No Interest Loan Scheme</a>	People affected by domestic and family violence on low incomes may be eligible for safe, fair and affordable credit.	<a href="http://www.nils.com.au">www.nils.com.au</a>
Older Persons Services		
Older Persons Abuse Prevention Referral and Information Line	Information, support and referrals relating to elder abuse.	(02) 6205 3535
<a href="#">National Aged Care Advocacy Line</a>	Advocacy for people receiving aged care services, including people experiencing elder abuse.	1800 700 600
<a href="#">The ACT Disability, Aged and Carer Advocacy Service (ADACAS)</a>	Advocacy for people with a disability, older people and their carers.	(02) 6242 5060
<a href="#">Relationships Australia Elder Relationship Service</a>	Family counselling and mediation to help older people and their families to resolve family conflict, plan for the future and prevent elder abuse.	1300 364 277
Disability Services		
<a href="#">National Disability Advocacy Program</a>	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: <a href="https://disabilityadvocacyfinder.dss.gov.au/disability/ndap">https://disabilityadvocacyfinder.dss.gov.au/disability/ndap</a>
<a href="#">Disability Rights Information Service</a>	Information, support and referrals for people with a disability, their family, friends or supports.	1800 422 015
<a href="#">National Disability Abuse and Neglect Hotline</a>	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

Other Crisis Support		
Alcohol and Drug Hotline	Alcohol and drug advice, crisis counselling, information and referrals.	(02) 6207 9977
<a href="#">Gambling Help</a>	Phone counselling and referrals for people affected by gambling (24 hours, 7 days).	1800 858 858
Mental Health Triage	Mental health support and referral service staffed by professionals (24 hours, 7 days).	1800 629 354
<a href="#">Suicide Call Back Service</a>	Phone, video or online counselling for anyone affected by suicide (24 hours, 7 days).	1300 659 467
<a href="#">Lifeline</a>	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, Behaviour Change Program, call <a href="#">Room4Change</a> on (02) 6280 0900, <a href="#">Relationships Australia</a> on 1300 364 277 or <a href="#">Everyman</a> on (02) 6230 6999.</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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