

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)




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.	(02) 6243 3431 To get help, see www.familyviolencelaw.gov.au/fass
Legal Aid ACT	Legal help with family, criminal and civil law problems.	1300 654 314
Women's Legal Centre ACT	Legal help for women about family law and domestic and family violence.	1800 634 669
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
ACT Law Society	Referrals to private lawyers in your local area or language.	(02) 6274 0300
Aboriginal and Torres Strait Islander Legal Services 		
Aboriginal and Torres Strait Islander Women's Access to Justice Program (Women's Legal Centre ACT)	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
Aboriginal Legal Service	Legal help for Aboriginal and Torres Strait Islander people.	Family law and child protection: 1800 733 233 Criminal matters: 1800 765 767
Courts		
Family Law National Enquiry Centre	General information about applying to the Family Courts, court procedures and your matter in court.	1300 352 000
ACT Magistrates Court	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
Children's Court	General information about court procedures and your child protection matter in the Children's Court.	(02) 6207 1746
Support at Court		
Family Advocacy and Support Service, Support Services	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 www.familyviolencelaw.gov.au/fass
Domestic Violence Crisis Service	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		
1800 RESPECT	Domestic and family violence counselling, information and referrals (24 hours, 7 days).	1800 RESPECT (1800 737 732)
Domestic Violence Crisis Service	Domestic and family violence counselling, information and referrals including assistance with emergency accommodation (24 hours, 7 days).	(02) 6280 0900
MensLine	Phone support and referrals for men who have experienced or used domestic and family violence (24 hours, 7 days).	1300 789 978
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 Support ACT	Information, support and referral for victims of crime. Victims may be eligible for financial support.	1800 822 272
Family Relationships Advice Line	Information about family relationship issues and parenting arrangements after separation. Referrals to local services.	1800 050 321
Housing and Emergency Accommodation		
Domestic Violence Crisis Service	Help with emergency housing for people affected by domestic and family violence (24 hours, 7 days).	(02) 6280 0900
OneLink	Referrals to homelessness services as well as other support services.	1800 176 468
Tenant's Advice Service	Legal help for tenants living in public and private residential housing.	(02) 6247 2011
Housing ACT	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		
Legal Aid ACT	Legal help with immigration matters.	1300 654 314
Companion House	Counselling, medical, migration support and community development services for asylum seekers and refugees.	(02) 6251 4550
Refugee Council of Australia	Website with services that can help refugees and asylum seekers with immigration advice.	Find a local service at www.refugeecouncil.org.au/migration-advice
ACT Law Society	Referrals to private lawyers in your local area or language.	(02) 6274 0300
Women's Legal Centre ACT	Legal help for women about family law and domestic and family violence.	1800 634 669
Sexual Assault Services		
Canberra Rape Crisis	Crisis phone counselling, referrals and help with reporting a sexual assault to police and preparing for court (24 hours, 7 days).	(02) 6247 2525
LGBTIQ+ Services 		
QLIFE	Phone and internet counselling, support and referrals for LGBTIQ+ people and their families.	1800 184 527

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 Support ACT	Information, referrals and counselling for victims of crime. Victims may be eligible for financial support.	1800 822 272
Child Support	Information about and applications for child support.	131 272
Salvos Financial Assistance	People affected by domestic and family violence may be eligible for emergency relief (food, travel, phone, bills, utilities, clothing, etc).	(02) 8775 7988
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.	CBA: 1800 222 387 NAB: 1800 701 599 ANZ: 13 13 14 Westpac: 1800 063 509
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
Older Persons Services		
Older Persons Abuse Prevention Referral and Information Line	Information, support and referrals relating to elder abuse.	(02) 6205 3535
Older Persons Advocacy Network	Advocacy for people receiving aged care services, including people experiencing elder abuse.	1800 700 600
The ACT Disability, Aged and Carer Advocacy Service (ADACAS)	Advocacy for people with a disability, older people and their carers.	(02) 6242 5060
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 364 277
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
People with Disabilities Australia	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

Other Crisis Support		
Alcohol and Drug Hotline	Alcohol and drug advice, crisis counselling, information and referrals.	(02) 6207 9977
Gamble Aware Counselling Hotline	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
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, Behaviour Change Program, call Room4Change on (02) 6280 0900, Relationships Australia on 1300 364 277 or Everyman 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.



Funded by the Australian Government



National Legal Aid

