

Where to get help - Victoria



FAMILY VIOLENCE LAW HELP



1800RESPECT




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

Domestic and family violence counselling - [1800 RESPECT](tel:1800737732) (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
Victoria Legal Aid	Legal help with family, criminal and civil law problems.	1300 792 387
Women's Legal Service Victoria	Legal help for women about family law, child protection and domestic and family violence.	1800 133 302
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
Lawyer Legal Referral Service, Law Institute of Victoria	Online referrals to private lawyers in your local area or language.	Find a private lawyer www.liv.asn.au/Referral
Aboriginal and Torres Strait Islander Legal Services 		
Djirra	Legal help and support for Aboriginal and Torres Strait Islander people who have experienced domestic and family violence. Services in Melbourne, Warrnambool, Gippsland and Mildura.	1800 105 303
Victorian Aboriginal Legal Service	Legal help for Aboriginal and Torres Strait Islander people. Services in Melbourne, Geelong, Ballarat, Bairnsdale, Mildura, Heywood, Shepparton, Morwell and Swan Hill.	1800 064 865
Courts		
Family Law National Enquiry Centre	General information about applying to the Family Courts, court procedures and your matter in court.	1300 352 000
Magistrates' Court Family Violence website	Online information about family violence and court procedures in Family Violence Intervention Order matters. For information on Family Violence Intervention Orders see https://familyviolence.courts.vic.gov.au	To find your local Magistrate's Court see www.magistratescourt.vic.gov.au/contact-us
Children's Court of Victoria	General information about court procedures and your child protection matter in the Children's Court.	(03) 8638 3300

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 in the court system.	1800 267 671
Family Law Pathways Network	Information and referrals for people in the Family Courts at Melbourne and Dandenong.	For more information, see www.vicflpn.org.au
Counselling and Support		
1800 RESPECT	Domestic and family violence counselling, information and referrals (24 hours, 7 days).	1800 RESPECT (1800 737 732)
Safe Steps Family Violence Response Centre	Domestic and family violence counselling, information and referrals including assistance with emergency accommodation (24 hours, 7 days).	1800 015 188
WIRE - Women's Information and Referral Exchange	Information and referrals for women including about domestic and family violence.	1300 134 130
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 of Crime Victoria	Information, support, referral and financial support for eligible victims of crime.	1800 819 817
Family Relationships Advice Line	Information advice and referral for families affected by relationship issues, including parenting arrangements after separation.	1800 050 321
Housing and Emergency Accommodation		
Safe Steps Family Violence Response Centre	Help with emergency housing for people affected by domestic and family violence (24 hours, 7 days).	1800 015 188
Crisis Accommodation	Referrals to homelessness services across Victoria (24 hours, 7 days).	1800 825 955
Tenant's help line	Legal help for tenants living in public and private residential housing.	Private rental: (03) 9416 2577 Public housing: 1800 068 860
HousingVic	Information about community, public and social housing and applications.	1300 650 172
Pets in Crisis	Temporary help with caring for a pet while escaping domestic and family violence.	1800 015 188
Sexual Assault Services		
Sexual Assault Crisis Line	Crisis phone counselling, referrals, help in reporting a sexual assault to police and preparing for court (24 hours, 7 days).	1800 806 292

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 of Crime Victoria	Information, support and referral for victims of crime. Victims may be eligible for financial support.	1800 819 817
Child Support	Information about and applications for child support.	131 272
The Salvation Army	People affected by domestic and family violence may be eligible for emergency relief (food, travel, phone, bills, utilities, clothing, etc).	13 SALVOS (13 72 58)
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
Visa and Immigration		
Victoria Legal Aid	Legal help with immigration matters.	1300 792 387
Refugee Legal	Legal help with refugee and immigration matters.	(03) 9413 0100
InTouch Multicultural Centre against Family Violence	Legal help for migrants and refugees who have experienced domestic and family violence.	1800 755 988
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
Lawyer Legal Referral Service, Law Institute of Victoria	Online referrals to private lawyers in your local area or language.	Find a private lawyer www.liv.asn.au/Referral
Older Persons Services		
Elder Abuse Helpline, Senior Rights Victoria	Information, support and referrals relating to elder abuse.	1300 368 821
Older Person's Advocacy Network	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 364 277
LGBTIQ+ Services 		
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: 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		
DirectLine (Alcohol and Drug Counselling)	Alcohol and drug phone counselling, information and referrals (24 hours, 7 days).	1800 888 236
Gambling Aware Counselling Helpline	Phone counselling and referrals for people affected by gambling (24 hours, 7 days).	1800 858 858
SANE Helpline (Mental Health Support)	Mental health support and referral service staffed by professionals.	1800 187 263
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 Men's Referral Service on 1300 766 491.</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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