

## Support Services

### **National Sexual Assault, Domestic Family violence Counselling Service**

A telephone, and online crisis and trauma counselling service, 24 hours a day, 7 days a week

**T: 1800 RESPECT (1800 737 732)**

**W:** [www.1800respect.org.au](http://www.1800respect.org.au)/Online counselling available through their website)

### **Safe Steps: Family Violence Response Centre (formerly Women's Domestic Violence Crisis Service)**

Safe Steps Provides

- Emergency accommodation
- A free 24 hour crisis line
- Outreach services
- Advocacy
- Referral and information
- Support services to enable women and children to become - and stay – free from violence.

**T: 1800 015 188**

**W:** [www.safesteps.org.au](http://www.safesteps.org.au)

### **Centre Against Sexual Assault (CASA)**

CASA House offers

- 24 hour crisis care support following a sexual assault in the last 2 weeks
- Short to medium term counselling and advocacy support
- Support groups
- 24 hour telephone counselling and support
- Secondary consultation and debriefing for health and other professionals
- Community and professional education

**T: 9635 3600**

## State-Wide Support and Information

### **Djirra (formerly Aboriginal Family Violence Prevention and Legal Service Victoria)**

Provides legal advice and counselling to Aboriginal women and children that are experiencing or have experienced family violence

**T: 1800 105 303 (Free call)**

**T: 03 9244 3333 (Melbourne Metro office)**

**W:** [www.djirra.org.au](http://www.djirra.org.au)

### **InTouch Multicultural Centre Against Family Violence**

InTouch provides services, programs and responses to issues of family violence in migrant and refugee communities.

**T: 03 9413 6500**

**Toll free number: 1800 755 988**

#### **w/ Respect**

w/Respect provides free information and support to LGBTIQ victim/survivors of family violence.

**T: 1800 542 847 (9am – 5pm Monday to Friday)**

**W: [www.withrespect.org.au](http://www.withrespect.org.au)**

#### **WIRE (Women's Information Referral Exchange)**

WIRE provides free information, support and referrals, and has links to women's services and support.

**T: 1300 134 130 (9am – 5pm Monday to Friday)**

**W: <http://www.wire.org.au>**

#### **Men's Referral Service**

The Men's Referral Service provides advice to workers supporting clients who use violence, and support for men who are using controlling behaviour towards a partner or family member.

**T: 1300 766 491**

Chat online at <https://www.ntv.org.au/get-help/live-chat/>

#### **Disability support services**

Victorian Mental Illness Awareness Council (VMIAAC) provides advocacy, community education, consumer voice and NDIS information. Call (030) 9380 3900 or visit [www.vmiac.org.au](http://www.vmiac.org.au)

The Disability Advocacy Resource Unit (DARU) is a state-wide service established to resource the disability advocacy sector in Victoria. This organisation can assist in providing information about the relevant advocacy organisations within any area that could provide individual advocacy for people with disabilities. Call (03) 9639 5807 or email [admin@daru.org.au](mailto:admin@daru.org.au)

The Disability Service Commissioner can respond to complaints made by anyone about Victorian disability services. This independent statutory body provides a free and confidential service and also provides information on avenues available for making complaints about other services. Call 1800 677 342, email [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au) or visit [www.odsc.vic.gov.au/](http://www.odsc.vic.gov.au/)