

Helpful contact information¹

If you or someone you know is in immediate danger (adult or child) please telephone **000**.

The following services are available 24 hours a day, seven days a week:

Western Australia Police

Ph: 131 444 (in an emergency call 000)

TTY: 106

Women's Domestic Violence Helpline

'The Women's Domestic Violence Helpline is a state wide 24 hour service. This service provides support and counselling for women experiencing family and domestic violence. This includes phone counselling, information and advice, referral to local advocacy and support services, liaison with police if necessary and support in escaping situations of family and domestic violence. The service can refer women to safe accommodation if required. A telephone based interpreting service is available if required.'²

Ph: (08) 9223 1188 or free call 1800 007 339

Men's Domestic Violence Helpline

'The Men's Domestic Violence Helpline is a state wide 24 hour service. This service provides counselling for men who are concerned about their violent and abusive behaviours. The service can provide telephone counselling, information and referral to ongoing face to face services if required. This service can provide information about accessing legal advice, accommodation and other support services for people who have been served with a violence restraining order. Information and support is also available for men who have experienced family and domestic violence. A telephone based interpreting service is available if required.'³

Ph: (08) 9223 1199 or free call 1800 000 599

¹ The information provided in this section is taken from the websites of the services listed and is current at the time of publication.

² Department for Child Protection and Family Support, 'Women's Domestic Violence Helpline', viewed 8 September 2015, <<http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Women%27s-Domestic-Violence-Helpline.aspx>>.

³ Department for Child Protection and Family Support, 'Women's Domestic Violence Helpline', viewed 8 September 2015, <<http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Men%27s-Domestic-Violence-Helpline.aspx>>.

Crisis Care Helpline

'Crisis Care is a telephone information and counselling service for people in crisis needing urgent help.'⁴

Ph: (08) 9223 1111 or free call 1800 199 008

TTY: (08) 9325 1232

1800 RESPECT

'Dealing with sexual assault and domestic and family violence is never easy, but our qualified and experienced counsellors can provide information and refer you to support services that can help.'⁵

Ph: 1800 737 732

Kids Helpline

'Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.'⁶

Ph: 1800 551 800

1800 MYLINE

'A national relationships helpline for young Australians to talk to someone about the relationship issues they may be experiencing, or if they are unclear about where to draw the line between what is, or is not, a respectful relationship.'⁷

Ph: 1800 695 463

⁴ Department for Child Protection and Family Support, 'Women's Domestic Violence Helpline', viewed 8 September 2015, <<http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/CrisisCare.aspx>>.

⁵ 1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service, 'National counselling helpline, information and support 24/7', viewed 8 September 2015, <<https://www.1800respect.org.au/>>.

⁶ Kids Helpline, 'About This Site', viewed 8 September 2015, <<http://www.kidshelp.com.au/grownups/about-this-site.php>>.

⁷ 1800 MYLINE, 'Youth helpline', viewed 8 September 2015, <http://genwire.net.au/youth_helplines/1800-myline/>.

The following services are available during business hours:

Legal Aid WA Domestic Violence Legal Unit

'Legal Aid WA's Domestic Violence Legal Unit advises and assists women with restraining order matters. Services include:

- speaking to the police and ensuring that appropriate criminal charges are laid against the person who has been violent or has threatened physical violence
- advising and assisting women to get restraining orders against the person committing domestic violence
- ensuring prompt service in the matters of restraining orders
- providing brief counselling, safety planning and referrals to relevant agencies when ongoing counselling and support is required
- representing women in court for restraining order hearings where legal aid has been granted
- providing initial advice and referrals on other matters, which may arise when trying to escape domestic violence. These may include family law, property law matters and criminal injury compensation.

For women who are non-English speaking, the unit can arrange for an interpreter to be present, free of charge.⁸

Ph: 1300 650 579

Women's Council for Domestic and Family Violence Services WA

The Women's Council for Domestic and Family Violence Services is a state-wide peak organisation committed to improving the status of women and children in society, and offers Domestic Violence Outreach and Safe at Home Programs for women experiencing domestic and family violence.⁹

Ph: (08) 9420 7264

Djinda Services

'Relationships Australia WA and the Women's Law Centre are working together to deliver Djinda Services. We provide support to Aboriginal and Torres Strait Islander peoples in the Perth metropolitan area affected by family violence and/or sexual assault.

⁸ Legal Aid Western Australia, 'Domestic Violence Legal Unit', viewed 8 September 2015, <<http://www.legalaid.wa.gov.au/LegalAidServices/specialist/Pages/DomesticViolenceLegalUnit.aspx>>.

⁹ Women's Council for Domestic and Family Violence Services, 'About Us', viewed 8 September 2015, <<http://www.womenscouncil.com.au/about-us.html>>.

We are Aboriginal and non-Aboriginal women, mothers and sisters who care about the future of Aboriginal communities. We have personal and professional experience and understanding of family violence.¹⁰

Ph: (08) 9489 6391

Multicultural Women's Advocacy Service

'The Multicultural Women's Advocacy Service promotes the safety of women, with or without children, from culturally and linguistically diverse backgrounds who have experienced, or are at risk of, domestic violence.'¹¹

Ph: (08) 9328 1200 / (08) 9227 8122

TTY: 133 667 then 6330 5400

QLife Telephone Counselling Line

'QLife provides nation-wide peer supported telephone and web based services to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and wellbeing. We help callers with a range of issues relating to sexuality and gender, including coming out, as well as more general issues, such as relationship problems. This service is often the first point of contact for people who are coming out, but it is available to anyone, no matter how they identify. Our service is also increasingly being used by the friends and family of GLBTIQ people and mainstream service providers who are seeking accurate information and referral options for their relatives, friends or clients.

The service is confidential and staffed by trained peer volunteers.¹²

Ph: 1800 184 527 (5.30pm – 10.30pm, 7 Days)

Online chat: [www.qlife.org.au](http://www qlife.org.au)

Translating and interpreting

'If you are assisting someone who does not speak English, first call the Translating and Interpreting Service (TIS) on **13 14 50** and they can connect you with the service of your choice and interpret for you.'¹³

¹⁰ Relationships Australia Western Australia, 'Djinda Services', viewed 8 September 2015, <<http://www.relationshipswa.org.au/services/Aboriginal-services/Djinda.aspx>>.

¹¹ Women's Health and Family Services, 'Multicultural Women's Advocacy Service', viewed 8 September 2015, <<http://www.whfs.org.au/services/whch/mwas>>.

¹² Living Proud Inc, 'QLife Telephone Counselling, Information and Referral Line', viewed 8 September 2015, <<http://www.livingproud.org.au/living-proud-services/community-services/phoneline/>>.

¹³ Department for Child Protection and Family Support, 'Help and advice', viewed 8 September 2015, <<http://www.dcp.wa.gov.au/CrisisAndEmergency/FDV/Pages/Helpandadvice.aspx>>.