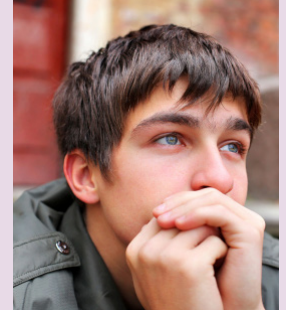


tipsHEET



Referrals

This tipsheet has State-wide referrals for victims of domestic and family violence as well as people with allegations made against them.

Emergency Assistance	Services	Contacts
NSW Police	Emergency assistance in relation to domestic violence.	000 or 112 from a mobile 131 444 (general inquiries)
Support, referrals and counselling		
Women's Domestic Violence Court Advocacy Service	Information, non-legal advocacy and referrals for women in domestic violence situations and assistance with getting an ADVO. WDVCAS receive referrals of all domestic violence reports made to NSW Police about women and children under Safer Pathway.	1800 WDVCAS (1800 938 227)
Domestic Violence Line, Family & Community Services NSW	Information, referrals and counselling including assistance with emergency accommodation (24 hours, 7 days).	1800 656 463
1800 RESPECT	Information, referrals and counselling (24 hours, 7 days).	1800 RESPECT (1800 737 732)
Family Advocacy and Support Service (FASS), Support Services	Support services for women and men affected by family violence with family law issues. This includes victims of family violence, people with allegations of family violence made against them and people indirectly affected by family violence like grandparents with children in their care because of family violence. Support services are not means tested, and are available to people represented by private, panel, pro bono, CLC, ALS, Legal Aid NSW in-house and duty lawyers, as well as self-represented people. Support includes referrals, safety planning and non-legal advocacy.	<u>Male clients:</u> 1300 00 FASS (1300 003 277) <u>Female clients:</u> 1800 11 FASS (1800 113 277) Drop-in 9:30am – 4:00pm Monday to Friday at Sydney, Newcastle, Wollongong and Parramatta Family Law Registries
MensLine	Phone support and referrals for male victims and perpetrators of domestic violence (24 hours, 7 days).	1300 789 978
Victims Services NSW	Information, referrals and free face-to-face counselling for victims of crime in NSW through Victims Support. Victims may be eligible for financial assistance or a recognition payment.	1800 633 063 Aboriginal Contact Line: 1800 019 123
Family Relationships Advice Line	Information about family relationship issues and parenting arrangements after separation. Referrals to local services that can provide assistance.	1800 050 321



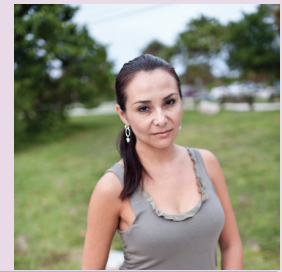
Housing		
Domestic Violence Line, Family & Community Services NSW	Referrals and assistance with emergency accommodation (24 hours, 7 days).	1800 656 463
Link2Home	Referrals to homelessness services across NSW (24 hours, 7 days).	1800 152 152
Department of Housing, Housing Contact Centre	Applications for Department of Housing over the phone, general enquiries and applications for Rentstart Bond Loans (loan of up to 75% of rental bond to establish a tenancy).	1800 422 322
Staying Home Leaving Violence (SHLV)	<p>A range of support such as safety planning, improving home security, assistance in managing finances, support for children and case management.</p> <p>SHLV aims to prevent homelessness by working with Police to remove the perpetrator from the family home so that women and children can remain safely where they are.</p>	<p>Bega – 6492 6239 Blacktown – 9677 1962 Broken Hill – 08 8088 2520 Campbelltown – 1800 077 760 Clarence Valley – 6684 4299 Coffs Harbour – 6652 9944 Dubbo – 6883 1561 Eastern Sydney – 0439 414 673 Fairfield/Liverpool – 9602 7795 Kempsey – 6562 2272 Lake Macquarie – 4943 9255 Maitland/Cessnock – 4937 1927 Moree – 6752 8027 Newcastle - 4926 3577 Nowra – 4421 7400 Orange – 1300 384 357 Parramatta/Holroyd – 9636 8437 Penrith – 4721 2499 Redfern – 9699 9036 Tamworth – 1800 073 388 Wollongong – 4255 5333 Wyong/Gosford - 4356 2600</p>
<p>Did you know?</p> <p>Research shows that domestic and family violence is a leading cause of homelessness.</p> <p>It can be helpful when victims can stay in their home, as research shows 7 in 10 women who leave violent relationships leave property or assets behind.</p> <p>This can cause long-term financial hardship.</p>		
Legal Services – Legal Aid NSW		
Domestic Violence Unit, Legal Aid NSW	Legal advice, assistance, referral, representation and social work support for victims of domestic and family violence.	9219 6300 Online referral form on Intranet
Family Advocacy and Support Service, Legal Aid NSW	Legal and social support services for people affected by family violence available every day at the Family Law Courts. Daily duty lawyer scheme.	Drop-in 9:30am – 4:00pm Monday to Friday at Sydney, Newcastle, Wollongong and Parramatta Family Law Registries
Immigration/Government Law Team, Legal Aid NSW	Legal advice and assistance with immigration and Centrelink matters. Priority given to victims of domestic violence on a temporary visa.	9219 5790
Child Support Service, Legal Aid NSW	Legal advice relating to Child Support (including family violence exemption).	9633 9916 or 1800 451 784 admin.css@legalaid.nsw.gov.au



Legal Services – Legal Aid NSW		Contacts
Sexual Assault Communications Privilege (SACP), Legal Aid NSW	Legal advice and representation for victims who want to use the sexual assault communications privilege, or consent to the release of records in an informed way. SACP can also provide advice to professionals affected by a privilege claim. The privilege protects the privacy of a sexual assault victim's confidential counselling, medical and other therapeutic records, and applies in all criminal, AVO and some civil proceedings.	9219 5888 sacps@legalaid.nsw.gov.au
Housing, Legal Aid NSW	Legal assistance about evictions, debts, social housing debts, bad tenant listings or black listings for victims of domestic and family violence.	9219 5790 ncat.appeals.service@legalaid.nsw.gov.au
Human Rights, Legal Aid NSW	Legal assistance about intentional torts and serious misconduct by police, as well as breach of confidence in relation to intimate image abuse.	9219 5790 humanrights@legalaid.nsw.gov.au
Client Assessment and Referrals (CARs), Legal Aid NSW	Referrals for Legal Aid NSW clients with social needs including referrals for counselling, group programs or case management.	9219 5751 CRIS@legalaid.nsw.gov.au
Legal Services		
LawAccess NSW	Legal assistance and referral over the phone. Victims of domestic violence are priority customers for advice.	1300 888 529
Women's Legal Service NSW	Legal advice, assistance, referral and representation for women with a focus on family law, domestic violence and sexual assault.	Domestic Violence Legal Advice Line: 1800 810 784 or 8745 6999 Admin: 8745 6900
National Debt Hotline, Financial Rights Legal Centre	Legal advice, assistance and financial counselling, with a focus on consumer credit, banking, debt recovery and insurance.	1800 007 007
Tenant's Advice Line	Legal advice, information and advocacy for tenants living in public and private residential housing.	1800 251 101 Or search for Local Tenants Union at www.tenants.org
Solicitor Referral Service, Law Society NSW	Referrals to private solicitors in a client's local area including solicitors that do Legal Aid work or speak other languages.	9926 0300
National Enquiry Centre, Family Law Courts	General information about court procedures, applying to the Family Law Courts and procedural information about a case before the Courts.	1300 352 000
NSW Courts Hotline	General information about court procedures and procedural information about a case before a NSW Court.	1300 679 272
Financial Assistance and Emergency Relief		
Centrelink Social Worker	Assessment and assistance with applying for a crisis payment, the family violence exemption to seeking child support and other payments, such as special benefit for some victims of domestic violence on temporary visas.	132 850 or visit local service centre
Victims Services NSW	Victims of crime may be eligible for financial assistance, a recognition payment and free face-to-face counselling through Victims Support.	1800 633 063 Aboriginal Contact Line: 1800 019 123
Child Support Agency	Applications for child support and general enquiries.	131 272



Salvos Emergency Relief	Telephone assessments and referrals to SalvosConnect community centres for pre-approved material assistance.	1300 371 288
WESNET	Free smartphones for victims of domestic violence and sexual assault escaping violence.	1800 WESNET (1800 937 638)
Commonwealth Bank Domestic and Family Violence Emergency Package	Confidential counselling and referrals by Rape and Domestic Violence Services for Commonwealth Bank Customers. (24 hours, 7 days). Customers escaping domestic violence may be eligible for a \$1000 pre-paid debit card, free smartphone and up to \$500 in vouchers for groceries and essentials.	1800 222 387
NAB Family Assistance Grant	Grants of up to \$2,500 for existing NAB customers wanting to leave domestic violence with limited access to funds.	Financial Counsellor Support team: 1300 130 262 FC.support@nab.com.au
National Debt Hotline, Financial Rights Legal Centre	Legal advice, assistance and financial counselling, with a focus on consumer credit, banking, debt recovery and insurance.	1800 007 007
Dress for Success	Free clothing and/or job training for disadvantaged women including assistance with preparing for Court and job interviews. Packages of clothes can be sent to regional areas.	1300 679 272 info@dfssydney.org
Smart & Skilled Scholarship	Fee-free scholarship to undertake a Certificate I to IV at TAFE for victims of domestic violence and people previously in out of home care.	9266 8008 See brochure and pro forma letter on Intranet
RSPCA Safe Beds for Pets	Temporary housing for pets of people who are seeking refuge from domestic violence.	9782 4408 safebeds@rspcansw.org.au
Australia Post free mail redirection	12 months free mail redirection for victims of domestic and family violence. Applicants need to complete a mail redirection form and bring with their AVO, or a letter from a supporting agency (on letter head), or statutory declaration from police. Proof of identity is also required.	Mail redirection form is available online or a local Australia Post Office
Sexual Assault Services		
Sexual Assault Counselling	Crisis phone counselling, referrals, help in reporting a sexual assault to police, preparing for court and support for family members and friends.	1800 211 028
Sexual Assault Reporting Anonymously (SARA)	Website to report a sexual assault anonymously to the South Eastern Centre Against Sexual Assault. Information is passed on to Police.	www.sara.org.au
Forced Marriage Services		
Australian Federal Police	Emergency assistance in relation to imminent risk of forced marriage or travel. If a person is in immediate danger, call Triple Zero (000).	131 AFP (131 237)
Child Protection Helpline, Family and Community Services	Assistance for children or young people at risk of underage forced marriage. Legal Aid NSW staff should consult with their Manager about their reporting and confidentiality obligations.	132 111 Child Protection Helpline



Early Intervention Unit or Family Advocacy and Support Services, Legal Aid NSW	Legal advice and assistance with applications for urgent family law watch list orders and personal protection injunctions for children or young people at risk of forced marriage. Daily duty scheme.	1800 551 589 Drop-in 9:30am – 4:00pm Monday to Friday at Sydney, Newcastle, Wollongong and Parramatta Family Law Registries
Domestic Violence Unit, Legal Aid NSW	Casework representation and social work support for people who have experienced or are at risk of forced marriage.	9219 6300 Online referral form on Intranet
Salvation Army Freedom Partnership	Advice, accommodation, case management and peer support for people who have experienced or are at risk of forced marriage.	9466 3570
My Blue Sky, Anti-Slavery Australia	Information, assistance and referral in relation to forced marriage. Anti-Slavery Australia provides legal advice and assistance in relation to immigration issues for people experiencing or at risk of forced marriage.	9514 8115 www.mybluesky.org.au
Aboriginal and Torres Strait Islander Services		
Indigenous Women's Legal Program, Women's Legal Service NSW	State-wide legal advice, assistance and referrals for Aboriginal women with a focus on family law, domestic violence and sexual assault. Outreach advice by appointment at Campbelltown, Cranebrook, Emerton and Blackett.	Indigenous Women's Legal Contact Line: 1800 639 784 Admin: 8745 6900
National Family Violence Prevention Legal Services	Specialist, culturally appropriate legal services and support for Aboriginal and Torres Strait Islander people. Services in Moree, Bourke, Walgett, Broken Hill, Forbes and Kempsey.	www.nationalfvpls.org/Where-We-Are.php
Wirringa Baiya Aboriginal Women's Legal Centre	Legal advice, assistance, referral and representation for Aboriginal women with a focus on family law, domestic violence and sexual assault.	9569 3847 or 1800 686 587
LGBTIQ+ Services		
LGBTIQ Support Group, ACON and Relationships Australia	Support groups and behaviour change programs for LGBTIQ people affected by domestic violence in Sydney, Newcastle and Wollongong.	1300 LGBTIQ (1300 542 847)
Safe Relationships Project, Inner City Legal Centre	State-wide legal advice for LGBTIQ people who have experienced domestic violence.	1800 244 481 or 9332 1966
QLIFE	Telephone and internet counselling, referrals and support for LGBTIQ people and their families.	1800 184 527
Older Persons Services		
Elder Abuse Helpline	Information, support and referrals relating to the abuse of older people.	1800 628 221
Senior Rights Service	Information and legal advice for older persons, their attorney or guardian.	1800 424 079
Men's Services		
MensLine	Phone support and referrals for male victims and perpetrators of domestic violence (24 hours, 7 days).	1300 789 978
Men's Referral Service	Support for men who are violent including referrals to men's behaviour change programs. Also provide information to women wanting help with a partner or family member.	1300 766 491



Men's Services

Men's Behaviour Change Programs NSW

- Group work counselling and support for men who use violence and want to change.
- Bankstown BaptistCare - Facing Up, 16 weeks
- Broadmeadow RA - Taking Responsibility, 18 weeks
- Campbelltown BaptistCare - Facing Up, 16 weeks
- Coffs Harbour Warrina DFV Service - Step Up, 12 weeks
- Dubbo Mission Australia - Manning Up, 14 weeks
- Fairfield BaptistCare - Facing Up, 16 weeks or
- Fairfield CatholicCare - Choosing Change, 16 weeks
- Illawarra RA - Taking Responsibility, 18 weeks
- Kempsey Family Support Service - Step Up, 12 weeks
- Lewisham CatholicCare - Choosing Change, 16 weeks
- Lismore Men and Family Centre - 4x8 week modules
- Macquarie Park RA - Taking Responsibility, 18 weeks
- Maitland RA - Taking Responsibility, 18 weeks
- Nowra Anglicare - STOP, 26 sessions
- Parramatta Anglicare - STOP, 26 sessions
- Penrith RA - Taking Responsibility, 18 weeks
- Port Macquarie DFV Specialist Service - Insight, 12 weeks
- Sydney RA - Taking Responsibility, 18 weeks
- Tuggerah BaptistCare - Facing Up, 16 weeks
- Tweed Heads Men and Family Centre - 4x8 week modules
- Wagga Wagga RA - Taking Responsibility, 18 weeks
- Westmead RA - Taking Responsibility, 18 weeks
- Wollongong RA - Taking Responsibility, 18 weeks

Contacts

- Accredited service providers listed at: www.mbcn-nsw.net
- Bankstown - **4624 8700**
- Broadmeadow - **6923 9100**
- Campbelltown - **4624 8700**
- Coffs Harbour - **6563 1588**
- Dubbo - **0437 962 615**
- Fairfield BaptistCare - **4624 8700**
- Fairfield CatholicCare - **8723 2222**
- Illawarra - **6923 9100**
- Kempsey - **6563 1588**
- Lewisham - **9509 1111**
- Lismore - **6622 6116**
- Macquarie Park - **6923 9100**
- Maitland - **6923 9100**
- Nowra - **44247510**
- Parramatta - **9895 8144**
- Penrith - **6923 9100**
- Port Macquarie - **6583 2155**
- Sydney - **6923 9100**
- Tuggerah - **4624 8700**
- Tweed Heads - **6622 6116**
- Wagga Wagga - **6923 9100**
- Westmead - **6923 9100**
- Wollongong - **6923 9100**

Other Crisis Support

Alcohol Drug Information Service	Telephone advice, crisis counselling, information and referrals.	9361 8000 or 1800 422 599
Gambling Help NSW	Free telephone counselling and referrals (24 hours, 7 days).	1800 858 858
Mental Health Assistance Line	Support and referral service staffed by mental health professionals (24 hours, 7 days).	1800 011 511
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

Language and Relay Services

Translating and Interpreting Service (TIS)	Telephone interpreters.	131 450
National Relay Service (NRS)	Telephone service for clients who are deaf or have a hearing or speech impairment. Calls can also be made via internet or SMS.	133 677 www.relayservice.gov.au