


Support Service Phone Numbers

Family Violence Support

Agency	Phone	Website	Services Provided
1800 RESPECT	1800 737 732	www.1800respect.org.au	National Sexual Assault, Family & Domestic violence Counselling Line.
Safesteps	1800 015 188	www.safesteps.org.au	24/7 Domestic & Family Violence Crisis Response including referral to refuge services for women and children. Arranges support for Pets in Crisis program.
Aboriginal Family Violence Prevention & Legal Services	1800 105 303 (03) 5562 5755 (Warrnambool)	www.fvpls.org	Culturally-specific assistance to Aboriginal and Torres Strait Islander victims/survivors of family violence and sexual assault.
No to Violence (NTV)	1300 766 491	www.ntvmrs.org.au	Specialist support and counselling for males victims of family violence or men wanting to change their behaviour.
Mensline	1300 789 978	www.mensline.org.au	National Telephone and online support, information and referral service for men with family and relationship concerns.
Emma House	(03) 5561 1934 (Warrnambool) (03) 5521 7937 (Portland) (03) 5571 1778 (Hamilton)		Focus is on women and children experiencing family violence.
Centre Against Sexual Assault (CASA)	1800 806 292 (03) 5564 4144 (South West Centre Against Sexual Assault)	www.casa.org.au	Provide services to victims and survivors of sexual assault and their non-offending family and friends.

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Bethany Community Support	1300 510 439 (Warrnambool)	www.bethany.org.au	This service can assist with immediate crisis support, counselling and referrals, emergency accommodation, transport, safety planning, medical assistance and legal options
SalvoConnect	(03) 5561 6844 (Warrnambool)	www.salvoconnect.com.au	Offers a range of services to the Barwon South West community including housing, homelessness, women's, mental health, financial, alcohol and other drug and spiritual services.
Domestic Violence Victoria	(03) 9921 0828	www.dvvic.org.au	DV Vic is the peak body for family violence services in Victoria.
Elizabeth Morgan House Aboriginal Women's Service	(03) 9482 5744		Seeks to promote social justice and equity for Aboriginal women and children experiencing Family Violence in the community.
InTouch Multicultural Centre Against Family Violence	1800 755 988	www.intouch.asn.au	Works with women & children from culturally and linguistically diverse backgrounds (CALD) who are victims/survivors of domestic violence.
QLife Australia	1800 184 527 (3pm – 12am everyday)	qlife.org.au	Peer run counselling and referral service for people who are lesbian, gay, bisexual. Trans, and/or intersex (LGBTI).
Australian Childhood Foundation	1800 176 453	www.childhood.org.au	Supporting children and families affected by abuse, family violence and neglect.

Crisis & Support Lines

Agency	Phone	Website	Services Provided
Lifeline	13 11 14	www.lifeline.org.au	24/7 counselling & referral service for people in a crisis situation
Child Protection Crisis Line	1300 655 795 (bh) 13 12 78 (ah)	dhs.vic.gov.au	For reporting of immediate concerns about the welfare of a child
Kids Help Line	1800 551 800	www.kidshelp.com.au	24/7 counselling & support for kids (5-25 years) dealing with issues such as FV and mental health
Beyond Blue	1300 224 636	www.beyondblue.org.au	24/7 support for people experiencing anxiety or depression
Mensline	1300 789 978	www.mensline.org.au	24/7 support, information and referral service for men with family and relationship issues.
Child FIRST	1300 543 779 (All municipalities except for Corangamite) (03) 5232 5500 (Corangamite)	www.familylife.com.au	Ensures that vulnerable children, young people and their families are linked effectively into relevant services.
Alcohol and drug assistance (ACSO)	1300 022 760	www.acso.org.au	This number provides intake and assessment for people experiencing addiction.
myagedcare	1800 200 422	www.myagedcare.gov.au	This number provides intake and assessment in order to access aged care services
Mental Health	1800 808 284		Psychiatric Information, assessment and referral
Headspace	1300 276 749	www.headspace.org.au	Provides early intervention mental health services for young people
Homelessness – 25yrs & under	Brophy family and youth services 1800 825 955	www.brophy.org.au	Aim to provide support to youth aged between 15 and 25 who are homeless or at risk of homelessness as they make the transition to independent living
Homelessness – Over 25 years old	SalvoConnect (03) 5561 6844 (Warrnambool) (03) 5521 8134 (Portland) (03) 5572 5822 (Hamilton)		Salvation Army Housing is committed to assist individuals experiencing social disadvantage and to establish and maintain safe, affordable, secure tenancies through the management of a range of high quality housing options.

Elder Rights Advocacy (ERA)	1800 700 600 (03) 9602 3066	www.era.asn.au	Provides advocacy assistance to support older people to uphold their rights and to prevent the abuse of these rights.
QLife Australia	1800 184 527 (3pm – 12am everyday)	qlife.org.au	Peer run counselling and referral service for people who are lesbian, gay, bisexual. Trans, and/or intersex (LGBTI).
Victorian Aboriginal Child Care Agency (VACCA)	(03) 8388 1855	www.vacca.org	Provides support, outreach, information and confidential advice to parents and carers of Aboriginal children.
Women with Disabilities Victoria (WDV)	(03) 9286 7800	www.wdv.org.au	
Women's Housing Ltd	(03) 9412 6868	www.womenshousing.com.au	Assists women with housing options and advocating on women's behalf
Women's Information Referral Exchange (WIRE)	1300 134 130	www.wire.org.au	Provides free information, support and referral information for women across Victoria.

Legal and Financial Assistance

Agency	Phone	Website	Services Provided
Kildonan UnitingCare	1800 002 992	www.kildonan.org.au	Kildonan UnitingCare is an innovative and trusted community service organisation within one of Australia's largest welfare networks.
Women's Legal Service	1800 133 302	www.womenslegal.org.au	State-wide community organisation providing free confidential legal advice, assistance and referral for women.
Court Network	1800 681 614	www.courtnetwork.com.au	A unique non-legal court support, information referral service.
Community Legal Services	(03) 9652 1500	www.communitylaw.org.au	
Seniors Rights Victoria (SRV)	1300 368 821	www.seniorsrights.org.au	Offers a range of services to support older Victorians experiencing abuse, including advocacy legal services and community and service provider education.
Victoria Legal Aid (VLA)	1300 792 387	www.vla.vic.gov.au	Helps people with their legal problems. They also provide free duty lawyer services in family violence intervention order matters in all Magistrates Courts in Victoria.