

Domestic and family violence support



Guide

January 2023

The City of Sydney acknowledges the Gadigal of the Eora Nation as the Traditional Custodians of our local area.

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Introduction

Domestic and family violence

Support is available

Domestic and family violence includes different types of abuse. Abusive behaviour can be physical, verbal, emotional, financial, sexual or psychological. It also includes other actions, like cyber stalking and harassment, that make you feel afraid or unsafe.

The abuse may also take the form of coercive control. This is a pattern of abuse to degrade, humiliate and isolate, which has the cumulative effect of denying the victim-survivors freedom and independence.

Domestic and family violence is a crime

Domestic and family violence and coercive control are crimes and can be reported to police.

It exists in every community and can affect anyone, regardless of gender, sexual identity, race, age, culture, ethnicity, religion, disability, economic status or location. If you or someone you know is experiencing domestic and family violence, then help and support is available.

This information is designed to help people who have experienced or are supporting someone who is experiencing domestic and family violence. You can find a list of services and resources in this document that can support you.

What is domestic and family violence?

Domestic and family violence occurs when someone you have a close relationship with makes you feel afraid, powerless or unsafe.

It can happen in any relationship, including those involving:

- married and de-facto couples
- intimate partners, boyfriends and girlfriends
- LGBTIQ+ couples
- carers or paid support workers
- close relatives and extended family
- people you share accommodation with.

None of these people have the right to hurt you or make you live in fear.

Acknowledgements

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Disclaimer

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Sexual assault and consent

Your body, your choice

A [factsheet about sexual assault and consent](#) is available in a range of community languages. If you need an interpreter, call the Translating and Interpreting Service on 131 450. An interpreter will contact the support service you request for free.

Know your rights

You have a right to choose who to be intimate with. Sex and intimacy can include sexual touching, intercourse, sexual images and sexting. Forcing you to participate in any of these activities if you have not freely and voluntarily communicated your consent (known as 'affirmative consent') is a crime.

Affirmative consent means that your consent is actively sought and actively communicated throughout acts of intimacy.

In Australia, a person cannot touch you, threaten you, exchange unwanted sexual images of or with you, or make sexual comments to or about you without your say. Sexual offences are a serious crime and offenders could face up to 14 years in prison. Reporting a crime or being a victim of crime will not affect your visa or employment status.

What is sexual assault?

Sexual assault is a crime.

It is never okay for someone to use force or threats to get you to do anything that makes you feel uncomfortable. It's your body. It's your choice.

Help and support is available if you or someone you know has been sexually assaulted or harassed.

Sexual assault describes a range of crimes including:

- rape, which is when you're forced to have (vaginal, anal or oral) sex
- unwanted touching, under or over your clothing when someone takes off a condom before or during sex without your permission
- sexual coercion, which is when you have not freely and voluntarily communicated consent, and someone instead pressures or tricks you into doing sexual things you don't want to do
- stalking
- when someone looks at you without your permission while you are intimate or naked
- indecent exposure, which is when someone shows you private parts of their body
- being forced to watch or participate in pornography, including when someone takes a picture of you without your permission

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- sexting, which is when someone shares naked images of you without your consent or sends you naked images you don't want.

What is sexual consent?

Freely given – Consenting is when you freely and voluntarily agree, without pressure, manipulation or the influence of drugs or alcohol.

Enthusiastic – When it comes to sex, you should only agree to do the things you want to do, not things that you feel you're expected to do. You can consent by saying or doing something to communicate that you are a willing participant to sexual activity.

Specific – Agreeing to one thing (like going to the bedroom) doesn't mean you have agreed to do something else (like have sex).

Reversible – You can change your mind at any time during sex, even if you have done it before and even if you are both naked in bed.

Time bound – Giving consent at a particular time does not mean you have given consent for the same thing at any other time.

Silence is not consent – Many people experience a freeze response when they are very frightened. Just because you didn't speak up, it doesn't mean you gave consent.

Talk to someone you trust

Talking to someone you trust may help you decide what to do. Even if you decide not to report the sexual assault, there are many places you can get confidential support:

Full Stop Australia

- 1800 FULL STOP (1800 385 578) or visit their website for online counselling; supporting people affected by sexual, domestic or family violence

QLife provides anonymous, free, telephone and online LGBTIQ+ support and referrals for lesbian, gay, bisexual, transgender, intersex and queer people of all ages wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

- 1800 184 527 (7 days a week: 3pm to midnight).

Get support

There are a range of services that can give you support. Anyone, including international students and visitors can receive help and support from these services.

Medical support

If you have been sexually assaulted, you can access free medical care at the emergency department of any public hospital. NSW Health's specialist Sexual Assault Services are available for free (you don't need a Medicare card) 24 hours a day.

These services provide free counselling, medical treatment and examinations for anyone who has been sexually assaulted. They can provide testing for sexually transmitted infections and pregnancy prevention.

Medical evidence can help prove what happened. A sexual assault examination is best done in the first 24 hours. An examination that is performed up to 7 days after the assault can provide useful evidence that can be used in court, if the matter is taken further.

Your nearest services:

Sexual Assault Service (including support for young people aged 14+)

Domestic and family violence support

NSW Health has a network of specialist Sexual Assault Services (SAS) delivered by local health districts. Every local health district has a Sexual Assault Service that operates 24 hours a day, seven days a week.

- Community Domestic Violence and sexual assault based at Royal Prince Alfred Hospital, Missenden Road, Camperdown. 02 9515 9040 (Monday to Friday: 8.30am to 5pm)
- 02 9515 6111 (after hours and on weekends)
- Alternatively, people can present to the emergency department at RPA for a counselling or medical response

Child Protection Unit (children up to 16 years)

Based at Sydney Children's Hospital, High Street, Randwick.

- 02 9382 1412 (Monday to Friday: 8:30 am to 5pm)
- 02 9382 1111 (switch after hours and weekends ask to page the on call social worker for child protection)

Alternatively, you can choose to see your own doctor.

Reporting to the police

Sexual assault is a crime. Being a victim of a crime will not affect your visa or employment status.

A specially trained police officer will take a detailed statement about what happened. You can have a support person with you while you give your statement. Police can also arrange for a free interpreter.

Record the police officer's name and the 'event number' to help you follow up your report.

If you decide not to formally report the assault to police, you can complete the Sexual Assault Reporting Option questionnaire. This lets you report to the police anonymously.

The Sexual Assault Reporting Option questionnaire is not the same as making a formal report to police and will not automatically result in a criminal investigation. The simple questionnaire includes a number of questions about what happened, plus a section where you can provide a summary in your own words about what happened to you.

If at any stage you wish to make a formal report, contact your local police station. You can report to police by calling triple zero (000) or attending a police station.

Legal support

Victims Services within the Department of Communities and Justice provide access to counselling and financial assistance to victims of violent crime in NSW under the Victims Support Scheme. To access support from Victims Services contact:

NSW Victims Access Lines

- 1800 633 063 (Monday to Friday: 9am to 5pm)

Aboriginal Contact Line

- 1800 019 123 (Monday to Friday: 9am to 5pm)

Safety planning and leaving a domestic violence situation

What you can do to keep safe

Safety planning means thinking about things that can help keep you safe when living with violence or abuse.

The 1800RESPECT checklist has suggestions you may want to consider when making your safety plan or if you are planning to leave.

Here are some other ideas:

- Change the locks if the perpetrator leaves your home, to make sure they can't come back in.
- If you need to break a lease, you can usually do so without penalty if you have:
 - an Apprehended Violence Order, as long as you provide 14 days of notice in writing
 - a signed declaration by a medical practitioner if the user of violence is living, or has lived with you.
- If you suspect that the perpetrator is monitoring you using technology, it is possible and likely. The government initiative eSafety Women has resources and tools available to help women manage technology risks and abuse, and feel confident when online.
- Trust your instincts.

You can get help from 1800RESPECT to make a safety plan. Call 1800 737 732 or join the online chat.

Perpetrators can be persistent and creative in maintaining control. They often misuse technology for this purpose, so it's a good idea to incorporate technology safety into any plan you make.

There are also services that can help you to stay in your home and remove the person making you feel unsafe.

Support services

If you or your children are in danger, call triple zero (000). It is available 24/7. Police will attend your home, your workplace or the place of the incident and help you to stay safe from abusive and threatening behaviour.

An ambulance can be called to assist with injury. Victims of sexual assault, domestic violence or child abuse are not required to pay a fee for an ambulance.

There are many services listed in this document that can provide you with the support you need.

Key domestic and family violence contacts

Need an interpreter?

If you need an interpreter, call the [Translating and Interpreting Service](#) on 131 450, and tell them the language you speak. The service operates 24/7, every day of the year. If you want to speak to a particular organisation through an interpreter, remember that the organisation may only be available during their regular business hours.

Safety planning in a domestic and family violence situation

Contact police on triple zero (000) if you're being threatened, or feel unsafe or intimidated. Your safety is important and there are services that can help you to become and feel safe.

Triple zero (000) can also be called using the Emergency+ app on a smartphone. The app uses your smartphone's GPS to provide emergency call-takers with your location. The Emergency+ app is available to download free of charge from Google Play or the App Store.

All calls to triple zero (000) are recorded, which may be important evidence.

The [NSW Domestic Violence Line](#) can help you access accommodation or support you to stay at home safely. It can also link you with a support person who can help with your health, financial, legal and accommodation needs.

[NSW Domestic Violence Line](#) – 1800 65 64 63 (available 24/7)

People with disability

The [National Disability Abuse and Neglect Hotline](#) is a free, independent, and confidential service for reporting abuse and neglect of people with disability. To make a report call

- 1800 880 052 (Monday to Friday: 9am to 7pm)

or send an email to: hotline@workfocus.com. If you're Deaf, hard of hearing or have a speech impairment, to receive help to make phone calls contact the [National Relay Service](#).

- For Voice Relay services, call the [National Relay Service](#) on 1300 555 727 and ask for the phone number you wish to contact.
- For TTY users, call 133 677 and ask for the phone number you wish to contact.
- For SMS relay call 0423 677 767.
- The Hotline is open Monday to Friday, 9am to 7pm Australian Eastern Standard Time (AEST) and Australian Eastern Daylight Saving Time (AEDST), excluding national public holidays.

Domestic and family violence support

To make a report:

- Call **1800 880 052** (toll free) and speak with an experienced Hotline staff member
- Callers who are Deaf or have a hearing or speech impairment can contact the National Relay Service (NRS) by calling **1800 555 677** then asking for **1800 880 052**
- Callers from a non-English speaking background can use the Translating and Interpreting Service (TIS) by calling **13 14 50**
- Send an email to: hotline@workfocus.com

Key contacts

Emergency

- 000 (triple zero)

NSW Domestic Violence Line

- 1800 65 64 63

1800RESPECT

National sexual assault, domestic and family violence counselling service.

- 1800 737 732
- Full Stop Australia (formally Rape and Domestic Violence Service Aust.) – New website domain: <https://fullstop.org.au/>
- Call 1800 FULL STOP (1800 385 578) or visit their website for online counselling; supporting people affected by sexual, domestic or family violence

Domestic Violence Legal Service (Women's Legal Service NSW)

- 1800 810 784 or 02 8745 6999

Child Protection Helpline

- 132 111 (available 24/7)

Kids Helpline

- 1800 551 800 (available 24/7)

NSW Ageing and Disability Abuse Helpline

A confidential helpline offering information, advice and referrals for people who experience, witness or suspect the abuse of older people or adults with disability living in NSW.

- 1800 628 221 (Monday to Friday: 9am to 5pm)

National Disability Abuse and Neglect Hotline

- 1800 880 052 (Monday to Friday: 9am to 7pm)

Link2home Homelessness Information Line

- 1800 152 152 (available 24/7)

Alcohol and Other Drugs Information Service

- 1800 250 015 (available 24/7) or 02 9361 8000 or for Sydney Metropolitan
- Web Chat is available from Monday to Friday 8.30am – 5pm (including public holidays).

Rainbow Sexual, Domestic and Family Violence Helpline

Domestic and family violence support

- 1800 497 212 (available 24/7)

For anyone from the LGBTIQ+ community whose life has been impacted by sexual domestic and/or family violence.

Domestic violence and how the law can help

Video

Domestic Violence Help for Women: "A time to heal, take my hand"

'Never think you're alone'

In the video *Tidda's Marumal: A time to heal, take my hand*, Redfern Legal Centre's specialist domestic violence worker, Charmaine Weldon, talks about help that is available for women and children dealing with family and domestic violence.

Looking back, she says: "I wish I knew all those services were available when I was experiencing domestic violence. I did it solely. It was hard. I had nobody to talk to."

Her message is: "Access those services, don't fear them. You're not alone. Never think you're alone".

The video was funded by the City of Sydney.

Safer Pathway

Safer Pathway is a government initiative that coordinates referrals and services for people who have experienced domestic and family violence. Safer Pathway is a coordinated approach to ensure the right services are provided to someone at risk of serious harm.

How can the law help?

The police and legal systems are there to protect your right to live in your home safely without threat of harm or intimidation. When the police are called to a domestic violence incident they will investigate what occurred. They will take out an Apprehended Violence Order for your protection if a domestic violence offence has happened or is likely to happen. For a full list of legal support services, go to the directory of services on page 49 of this booklet.

What is an Apprehended Violence Order?

An Apprehended Violence Order protects people who are in, or have left, a domestic or intimate relationship that included violence, and fear future violence or threats to their safety from that person. An Apprehended Violence Order can be issued and enforced by either the police or a court, and these are sometimes called 'restraining orders' or 'protection orders'.

An Apprehended Violence Order made on or after 25 November 2017 is automatically recognised and enforceable in any Australian state or territory.

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How to get an Apprehended Violence Order

Most Apprehended Violence Orders in NSW are taken out by police on behalf of the victim, but you also have the option to ask for a private order through the court.

If an order is made, conditions can be put on an Apprehended Violence Order for your safety.

If you need to get your personal belongings, the court can make a Property Recovery Order at the time that they make the Apprehended Violence Order.

Apprehended Violence Orders and Family Law

Family law orders are parenting or financial orders made by the Family Court of Australia. They cover parenting arrangements for a child or the separation of assets between you and your former partner or spouse. You must tell the court if you have family law orders.

Family Advocacy and Support Service is a Legal Aid service that specialises in family violence cases in the Family Court:

- 1800 979 529 (Monday to Friday)
- Our support workers for women are there Monday to Friday. You can drop in or call 1800 11 FASS.
- Our support workers for men are there some days. To find out when call 1300 00 FASS.
- If you are transgender or gender diverse just let us know which service you'd prefer to work with.

If you have an Apprehended Violence Order and a Family Law parenting order, the parenting order will override the Apprehended Violence Order if the orders state different things.

Evidence for an Apprehended Violence Order

Your statement will be taken, with your consent, if the police are likely to charge the 'defendant' (the person the order is being taken out against) with a criminal offence as well as take out an Apprehended Violence Order.

Your video or audio evidence will include a statement by you that covers the details of your experience. This can be recorded by police and is called your Domestic Violence Evidence in Chief. Police are able to proceed with just your statement but other evidence you have to support what you are saying will help you get an order.

The Police Officer in Charge (listed on the Provisional Order of an Apprehended Domestic Violence Order) or a NSW Police Force Domestic Violence Liaison Officer can inform you on the information you can include as evidence. All police area commands have a Domestic Violence Liaison Officer, often called a DVLO.

Preparing to go to court

If you are preparing to go to court, the following information outlines the court process.

The Police Domestic Violence Prosecutor runs clinics that can prepare you for what happens at court. They will discuss the hearing process and answer your questions. The Prosecutor Clinic will not focus on your individual case. The Domestic Violence Hearing Clinic aims to help you feel informed about the court process, where to go, and what assistance and support is available for you on the hearing day.

The Women's Domestic Violence Court Advocacy Service can arrange for you to attend a clinic if you have an upcoming Apprehended Violence Order or domestic violence charge hearing.

The police automatically refer all cases to Women's Domestic Violence Court Advocacy Service. Someone from the service will contact you by telephone before you go to court.

Domestic and family violence support

If you are making a private application for an Apprehended Domestic Violence Order and are represented by a solicitor, you need to be prepared to have an interview with them as soon as possible. You and any witnesses will give a written statement to the court before the hearing date is set. Your solicitor will need details of any witnesses so that they can be subpoenaed to attend the hearing. They will also need to know about any current family law orders, as well as relevant evidence such as photos, medical reports, text messages, emails, phone records and letters.

Women's Domestic Violence Court Advocacy Service

The Women's Domestic Violence Court Advocacy Service can provide you with information about the Apprehended Violence Order process, support you in applying for an AVO and in attending court, and refer you to any other help you need.

Call the Women's Domestic Violence Court Advocacy Service on:

- 1800 938 227 and enter the 4 digit postcode number of your location to be connected to the service for that area.

The Sydney Women's Domestic Violence Court Advocacy Service operates at:

- Downing Centre Local Court
- Newtown Local Court
- Waverley Local Court
- Sydney Central Local Court

For these locations call 02 9287 7505 (Monday to Friday 9am to 5pm)

Safe Relationships Project

The Inner City Legal Centre's Safe Relationships Project provides advocacy and legal advice for lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people in NSW.

They are located at the Inner City Legal Centre in Kings Cross and have outreach services at some Local Courts across Sydney.

- Toll free: 1800 244 481, 02 9332 1966 or 0466 724 979 Monday, Thursday and Friday: 9am to 5pm. Free legal advice is available by appointment Tuesday and Wednesday: 6pm to 8pm.

Email: iclc@iclc.org.au (please include your name and phone number)

SMS-only number: 0476 857 342

Dress for Success

Dress for Success provides free services to support women during any life event. It offers free styling and clothing for job interviews, court sessions, special occasions and employment. It can also provide job support, career workshops and coaching on career development.

- 1800 773 456

How will this affect my visa?

There are some domestic violence protections for some partner (spousal) visas. If your relationship breaks down due to domestic or family violence, you may still be able to apply for permanent residency. You should get legal advice as soon as possible.

Translators are available if you require help to speak with these services. Call the free Translating and Interpreting Service:

- 131 450 (available 24/7) or visit the [contact us](#) section on their website

Domestic and family violence support

You can contact the 24-hour [NSW Domestic Violence Line](#) for information about local support services on:

- 1800 65 64 63 (available 24/7)

Interpreters are available. If you are hearing impaired, call the National Relay Service on

Voice Relay number: 1300 555 727

TTY number: 133 677

SMS relay number: 0423 677 767

For advice and assistance regarding immigration law when there is domestic and family violence, you can also contact the following services.

LawAccess NSW

- 1300 888 529 (Monday to Friday: 9am to 5pm)

National Relay Service 133677 (ask for Law Access NSW)Legal Aid NSW

Legal Aid NSW has a central office in Sydney (Central Sydney) and 24 offices in metropolitan and regional NSW. Our operating hours are from 8.30am to 5.00pm for Sydney (Central Sydney) and 9am to 5pm for all other offices. See a [list of their offices](#) for [contact details](#).

Central Sydney Legal Aid Office (Head Office)

323 Castlereagh Street
Haymarket 2000
Ph: 02 92195000

Immigration Advice and Rights Centre

The [Immigration Advice and Rights Centre](#) provides free information, legal advice and representation to people in NSW in relation to family and humanitarian migration, citizenship and visa cancellations, with a particular focus on assisting people on temporary visas who have experienced family violence. You can visit their website or call to make an appointment to talk to an immigration lawyer:

Info line: 02 8234 0700

DV Priority Line: 02 8234 0777

Email: info@iarc.org.au

Immigrant Women's Speakout Association NSW

[The Immigrant Women's Speakout Association](#) (IWSA) is a key community-based organisation providing advocacy, support, education and information to women of non-English speaking backgrounds in NSW.

Immigrant Women's Speakout Association NSW offer services to women who are experiencing or are at risk of experiencing homelessness; and women who are experiencing or have who have experienced domestic or family violence and abuse.

02 9635 8022 (Monday to Friday: 9 am to 4:30pm)

The association's [Speakout Radio project](#) discusses domestic and family violence issues in radio plays. You can listen to mp3 recordings of the plays or read the scripts. They are available in Arabic, Dari, Dinka, Khmer, Krio, Mandarin, Somali, Sudanese, Arabic and Vietnamese.

NSW Police Force: domestic and family violence reports

Domestic violence officers

To report domestic or family violence you can talk to any police officer. You can also ask to speak to a Domestic Violence Officer. These officers have received additional training to provide support.

Police code of practice

NSW Police Force will respond to all reports of domestic and family violence. They will pursue the perpetrators to hold them accountable for their criminal behaviour under NSW law by placing them before the courts. The police are legally required to investigate all reports of domestic and family violence.

These obligations are recognised by the [Code of Practice for the NSW Police Force Response to Domestic and Family Violence](#), which outlines the response that the community can expect when reporting incidents. It also promotes the rights of people who have experienced violence to be treated by police in a timely and professional manner that prioritises the safety, protection and wellbeing of victims.

If you think the police have breached your rights, you can make a complaint:

- in person to the shift supervisor at the officer's police station
- over the phone to the [NSW Police Force Customer Assistance Unit](#), on 1800 622 571
- in writing, by using the [online form](#).

NSW Police Force is primarily responsible for investigating complaints involving its employees. To complain about serious cases of misconduct you can contact the [Law Enforcement Conduct Commission](#) on 1800 657 079 or 02 9321 6700 or [online](#).

Local police stations

Inner West Police Area Command

[Marrickville Police Station](#)

89–101 Despointes Street, Marrickville

02 9568 9299

Domestic and family violence support

Newtown Police Station

222 Australia Street, Newtown

02 9550 8199

Kings Cross Police Area Command

Kings Cross Police Station

Cnr Elizabeth Bay Road and Barncleuth Square, Kings Cross

02 8356 0099

Leichhardt Police Area Command

Glebe Police Station

1–3 Talfourd Street, Glebe

02 9552 8099

Balmain Police Station

368 Darling Street, Balmain

02 9556 0624

South Sydney Police Area Command

Redfern Police Station

1 Lawson Street, Redfern

02 8303 5199

Mascot Police Station

965 Botany Road, Mascot

02 8338 7399

Surry Hills Police Area Command

Surry Hills Police Station

151–241 Goulburn Street, Darlinghurst

02 9265 4144

Sydney City Police Area Command

Day Street Police Station

192 Day Street, Sydney

02 9265 6499

The Rocks Police Station

132 George Street, The Rocks

02 8220 6399

Victims of domestic and family violence crime

Victims of crime

If you have experienced domestic and family violence, you could be entitled to financial support.

Victims' rights are set out in the [Charter of Victims' Rights](#) (see below). They include the right to be treated with courtesy, compassion and respect.

[Victims Services NSW](#) provides support services, including free counselling and financial assistance to victims of crime.

Victims Access Line

The Victims Access Line is the entry point for victims of crime in NSW to access Victims Services.

- 1800 633 063 (Monday to Friday: 9am to 5pm; excluding public holidays)

There is also a free [Aboriginal Contact Line](#).

- 1800 019 123

National Relay Service

If you are deaf, hard of hearing or have a speech impairment, you can contact [Victims Access Line](#) through the [National Relay Service](#).

- For Voice Relay services, call the [National Relay Service](#) on 1300 555 727 and ask for [Victims Services](#) on 1800 633 063.

For TTY users, call 133 677 and ask for [Victims Services](#) or 1800 633 063. For SMS relay call 0423 677 767. [Translating and Interpreting Service](#)

If you require an interpreter, you can call 131 450 or visit [Translating and Interpreting Service](#).

Charter of Victims Rights

If you have experienced domestic and family violence you can expect certain protections and information under the [Charter of Victims Rights](#) adopted by the NSW Government.

Domestic violence information in community languages

Domestic violence information

Domestic and family violence is a crime and should be reported to the police. It exists in every community and can affect anyone, regardless of gender, sexual identity, race, age, culture, ethnicity, religion, disability, economic status or location.

Domestic and family violence is an abuse of power and control that usually involves a pattern of violent, abusive or intimidating behaviour carried out by a partner, ex-partner, carer or family member to control, dominate or instil fear.

It can be physical, but also verbal, psychological, emotional, social, financial, sexual, spiritual or religious. It also includes harassment and stalking, including online harassment.

If you or someone you know is experiencing domestic and family violence, help and support is available.

Triple zero

Call 000 for emergencies.

NSW Domestic Violence Line

Call 1800 65 64 63 for telephone crisis counselling and referral services for women, including access to accommodation and information about other support services.

1800RESPECT

Call 1800 737 732 to talk to a trained counsellor and get help and support.

Say It Out Loud

If you are lesbian, gay, bisexual, transgender, intersex or queer you can get support from ACON's Say It Out Loud resource on 1800 063 060 or 02 9206 2000 (Monday to Friday: 9am to 6pm).

Translating and Interpreting Service

Call 131 450 if you need an interpreter to speak to any of these services or to help translate this information online.

National Relay Service

Visit [National Relay Service](#) if you are deaf or have a hearing or speech impairment and need help to contact a support service.

العربية | Arabic

معلومات عن العنف المنزلي (عربي)

يعتبر العنف المنزلي والأسري جريمة وينبغي إبلاغ الشرطة به. وهو موجود في كل مجتمع ويمكن ان يؤثر على اي شخص، بغض النظر عن الجنس، الهوية الجنسية، العرق، العمر، الثقافة، السمات العرقية، الدين، الإعاقة، الحالة الاقتصادية أو المكان. ويشكل العنف المنزلي والأسري إساءة لاستخدام السلطة والسيطرة التي عادةً ما تنطوي على نمط من العنف، السلوك المسيء أو التخويف الذي يقوم به الشريك، أو شريك سابق، أو مقدم الرعاية أو أحد افراد الأسرة للسيطرة، أو الهيمنة أو لغرس الخوف. يمكن ان يكون العنف جسدياً، ولكن أيضاً لفظياً، عقلياً، عاطفياً، اجتماعياً أو مالياً، جنسياً، أ روحياً أو دينياً. ويشتمل أيضاً على التحرش والمطاردة، بما في ذلك المضايقة عبر الإنترنت. إذا كنت أنت أو شخص تعرفه يعاني من العنف المنزلي والأسري، فالمساعدة والدعم متوفران.

ثلاثة أصفار:

اتصل بـ **000** للحالات الطارئة.

خط العنف المنزلي في نيو ساوث ويلز:

اتصل على الرقم **1800 65 64 63** لخدمات الاستشارات في ألامزمات وخدمات الإحالة للمرأة، بما في ذلك الحصول على السكن والمعلومات حول غيرها من خدمات الدعم.

:1800RESPECT

اتصل على الرقم **1800 737 732** للتحدث إلى مستشار متدرب للحصول على المساعدة والدعم.

قلها بصوت عال:

إذا كنت مثلية، مثلي الجنس، ثنائي الجنس، من المتحولين جنسياً، من المخنثين أو الشاذ جنسياً (LGBTIQ)، يمكنك الحصول على الدعم من ACON's Say It Out Loud **قلها بصوت عالي** على الرقم **1800 063 060**.

خدمة الترجمة التحريرية والشفهية الوطنية:

اتصل على الرقم **131 450** إذا كنت بحاجة إلى مترجم للتحدث إلى أي من هذه الخدمات أو للمساعدة في ترجمة هذا الكتيب. النسخ متاحة على الإنترنت على الموقع التالي cityofsydney.nsw.gov.au.

خدمة التواصل الوطنية:

تفضل بزيارة الموقع relayservice.gov.au إذا كنت تعاني من الصم أو لديك عائق في السمع أو الكلام وتحتاج إلى مساعدة في الاتصال بخدمة الدعم.

إخلاء المسؤولية

القصد من المعلومات الواردة في هذا المستند أن تكون دليلاً عاماً فقط، وليست نصيحة. ويجب ألا تُستخدم كبديل للمشورة المهنية. لا يقدم مجلس مدينة سيدني أي ضمان أو إقرار أو تعهد من أي نوع فيما يتعلق بمحتوى أو دقة أو كمال أو ملاءمة المستند لأي غرض معين أو استخدام لأي معلومات في هذا المستند. إذا كنت تعتقد أن هناك أية معلومات في هذا المستند قد تكون غير دقيقة، يُرجى التواصل عبر safecity@cityofsydney.nsw.gov.au.

简体中文 | Chinese (simplified)

家庭关系暴力信息

家庭暴力是一种罪行，应向警方举报。

每个社区都存在这类暴力行为，不论性别、性别认同、种族、年龄、文化、族裔、宗教、残障、经济地位或所在地点，任何人都可能会受到影响。

家庭暴力是一种滥用权力和控制他人的表现，通常采用暴力、虐待或恫吓的行为模式，由配偶、前配偶、照顾者或家人对受害人进行控制、支配或令其感到恐惧。

暴力行为可以是身体虐待，也可以是言语、心理、情感、社交、财务、性或精神及宗教等方面的虐待。暴力行为也包括骚扰/网上骚扰和跟踪。

如果您或您认识的人正在遭受家庭暴力，您可以获得协助和支持。

三个零

紧急情况请拨打 000。

新州家庭暴力专线 (NSW Domestic Violence Line)

女性可致电 1800 65 64 63，以获得电话危机辅导和转介服务，包括安排住宿及提供其它援助服务的信息。

1800RESPECT

致电 1800 737 732 与受过训练的辅导人员交谈，以获得协助和支持。

Say It Out Loud

如果您是女同性恋者、男同性恋者、双性恋者、跨性别者，以及双性人或酷儿 (LGBTIQ)，请致电 1800 063 060 or 02 9206 2000，您可以获得新州艾滋病委员会 (ACON) 汇编的 Say It Out Loud 资源的支持。

全国翻译及传译服务 (Translating and Interpreting Service)

如果您需要传译员与任何这些服务机构交谈，或协助翻译这本小册子，请致电 131 450。本小册子可在网上 cityofsydney.nsw.gov.au 浏览。

全国中继服务 (National Relay Service)

如果您是失聪人士，或有听力或言语障碍，需要协助以联系支持服务机构，请访问 relayservice.gov.au。

免责声明

本档中提供的信息仅为一般指南。它并非建议，亦不得用来代替专业建议。悉尼市政府对本文件中任何信息的内容、准确性、完整性或用于任何特定目的或用途的适当性不作任何类型的担保、说明或保证。如果您发现任何您认为可能不准确的信息，请联系 safecity@cityofsydney.nsw.gov.au。

繁體中文 | Chinese (traditional)

家庭暴力資訊

家庭暴力是一種罪行，應該報警。

每個社區都存在這類暴力行為，不論性別、性別認同、種族、年齡、文化、族裔、宗教、殘障、經濟地位或所在地點，任何人都可能會受到影響。

家庭暴力是一種濫用權力和控制他人的表現，通常涉及暴力、虐待或恫嚇的行為模式，由配偶、前配偶、照顧者或家人對受害人進行控制、支配或令對方感到恐懼。

暴力行為可以是身體虐待，亦可以是言語、心理、情感、社交、財務、性或精神及宗教等方面的虐待。暴力行為亦包括騷擾/網上騷擾和跟踪。

如果您或您認識的人正在遭受家庭暴力，您可獲得協助和支援。

三個零

緊急情況請撥 000。

新州家庭暴力專線 (NSW Domestic Violence Line)

女性可致電 1800 65 64 63，以獲得電話危機輔導和轉介服務，包括安排住宿及提供其他支援服務的資訊。

1800RESPECT

致電 1800 737 732 與受過訓練的輔導人員交談，以獲得協助和支援。

Say It Out Loud

如果您是女同性戀者、男同性戀者、雙性戀者、跨性別者，以及雙性人或酷兒 (LGBTIQ)，請致電 1800 063 060 or 02 9206 2000 您可獲得新州愛滋病委員會 (ACON) 匯編的 Say It Out Loud 資源的支援。

全國翻譯及傳譯服務 (Translating and Interpreting Service)

如果您需要傳譯人員與任何這些服務機構交談，或協助翻譯這本小冊子，請致電 131 450。本小冊子可在網上 cityofsydney.nsw.gov.au 閱覽。

全國中繼服務 (National Relay Service)

如果您是失聰人士，或有聽力或語言障礙，需要協助以聯絡支援服務機構，請瀏覽 relayservice.gov.au。

免責聲明

本文件提供的資訊僅作為一般指南，並且無意構成建議，絕不可用來代替專業意見。悉尼市政府對本文件的內容、準確性、完整性，或任何特定用途的適用性或對文件內任何資訊的使用，概不作任何類型的保證、陳述或擔保。如果您發現任何您認為可能不準確的資訊，請發電郵聯絡

safecity@cityofsydney.nsw.gov.au。

فارسی | Farsi

اطلاعیه مربوط به خشونت خانگی

خشونت خانگی و خانوادگی جرم محسوب شده و باید به پلیس گزارش داده شود.

این مسئله در تمام جوامع وجود دارد و بدون اینکه بحث جنسیت، هویت جنسی، نژاد، سن، فرهنگ، قومیت، مذهب، معلولیت، وضعیت اقتصادی یا محل زندگی مطرح باشد، می‌تواند بر هر فردی تأثیر بگذارد.

خشونت خانگی و خانوادگی نوعی سوء استفاده از قدرت و کنترل است که معمولاً با یک الگوی خشونت، رفتارهای توهین‌آمیز یا مرعوب‌کننده مشاهده شده و از سوی شریک زندگی، شریک سابق زندگی، سرپرست یا اعضای خانواده به منظور ایجاد کنترل، تسلط یا القای ترس بر دیگری اعمال می‌شود. خشونت می‌تواند جسمانی باشد، و همچنین کلامی، روحی و عاطفی، اجتماعی، مالی، جنسی یا معنوی و مذهبی. اذیت و آزار و تعقیب و کمین (از جمله تعقیب به شکل آنلاین) هم از دیگر حالات خشونت خانگی و خانوادگی به حساب می‌آید.

اگر شما یا آشنایان شما، خشونت خانگی و خانوادگی را تجربه می‌کنید، کمک و حمایت برایتان موجود است.

سه صفر

برای گزارش موارد فوری و اورژانس با شماره 000 (سه صفر) تماس بگیرید.

تلفن امداد خشونت خانگی نیو ساوت ویلز

برای بهره‌مندی از خدمات مشاوره تلفنی در زمان بحران و همچنین خدمات ارجاع بانوان، شامل دسترسی به اقامتگاه و اطلاعات مربوط به سایر خدمات حمایتی، با شماره 1800 65 64 63 تماس بگیرید.

1800RESPECT

برای صحبت با یک مشاور آموزش‌دیده و دریافت کمک و حمایت، با شماره 1800 737 732 تماس بگیرید.

Say It Out Loud

اگر زن یا مرد همجنسگرا، دوجنسگرا، تراجنسی و بیناجنسی یا دگرباش هستید (LGBTIQ)، می‌توانید از طریق تماس با شماره 1800 063 060، از خدمات Say It Out Loud (بلند فریاد بزن) متعلق به سازمان ACON درخواست حمایت کنید.

خدمات سراسری ترجمه و ترجمه همزمان

اگر برای صحبت با هر یک از خدمات فوق به مترجم همزمان نیاز دارید یا برای ترجمه این کتابچه کمک می‌خواهید، با شماره 131 450 تماس بگیرید. یک کپی از این متن به صورت آنلاین در وب سایت cityofsydney.nsw.gov.au موجود است.

خدمات رله سراسری

اگر ناشنوا هستید یا نقص شنوایی یا گفتاری دارید و برای تماس با خدمات حمایتی کمک می‌خواهید، به وب سایت relayservice.gov.au مراجعه کنید.

Domestic and family violence support

اطلاعات مندرج در این وبسایت صرفاً بعنوان یک راهنمای کلی ارائه گردیده و نمیبایست آنها را بعنوان توصیه و یا جایگزین مشاوره حرفه ای قلمداد نمود. شهرداری سیدنی هیچگونه تضمین، تعهد و یا ضمانتی از هیچ نوع بابت مطالب، دقت، کامل و یا مناسب بودن و مطابقت داشتن اطلاعات برای هر قصد و منظور و یا بابت استفاده از هر یک از اطلاعات این صفحه وب نمی دهد. اگر اطلاعاتی به نظر شما نادرست است، لطفاً با safecity@cityofsydney.nsw.gov.au تماس بگیرید.

हिंदी | Hindi

घरेलू हिंसा के बारे में जा

घरेलू और पारिवारिक हिंसा एक अपराध है और इसकी सूचना पुलिस को दी जानी चाहिए।

यह अपराध लिंग, यौन-पहचान, जाति, आयु, संस्कृति, जातीयता, धर्म, विकलांगता, आर्थिक स्थिति या स्थान पर ध्यान दिए बिना प्रत्येक समुदाय में मौजूद रहता है और किसी को भी प्रभावित कर सकती है।

घरेलू और पारिवारिक हिंसा शक्ति और नियंत्रण का दुरुपयोग होता है जिसमें सामान्यतः एक साथी, कोई पूर्व साथी, देखभालकर्ता या परिवार के सदस्य द्वारा अपना नियंत्रण स्थापित करने, हावी होने या भयभीत करने के लिए हिंसक, अपमानजनक या डरावना व्यवहार किए जाने का एक पैटर्न शामिल होता है।

यह सामान्यतः शारीरिक होता है, लेकिन मौखिक, मनोवैज्ञानिक, भावनात्मक, सामाजिक, वित्तीय, यौन या आध्यात्मिक और धार्मिक स्वरूप में भी हो सकता है। इसमें ऑनलाइन उत्पीड़न सहित किसी और तरह से उत्पीड़न करना और पीछा करना भी शामिल होता है।

अगर आपके साथ या आपकी जानकारी में किसी व्यक्ति के साथ घरेलू और पारिवारिक हिंसा हो रही है, तो सहायता और सहारा उपलब्ध है।

ट्रिपल शून्य

आपात स्थिति में **000** पर कॉल करें।

एनएसडब्ल्यू घरेलू हिंसा लाइन

नंबर 1800 65 64 63 पर महिलाओं के लिए टेलीफोन संकट परामर्श और रेफरल सेवाओं के लिए कॉल करें। इसमें आवासीय सुविधाओं तक पहुंच और अन्य सहायता सेवाओं के बारे में जानकारी शामिल है।

1800RESPECT

एक प्रशिक्षित सलाहकार से बात करने और सहायता और सहारा प्राप्त करने के लिए 1800 737 732 पर कॉल करें।

से इट आउट लाउड (Say It Out Loud)

अगर आप लेस्बियन, गे (समलैंगिक), उभयलिंगी, ट्रांसजेंडर, और अंतर्लिंगी या क्रियर (LGBTIQ) हैं, तो आप 1800 063 060 or 02 9206 2000 पर एक्ॉन (ACON) के 'से इट आउट लाउड' संसाधन से सहायता प्राप्त कर सकते/सकती हैं।

राष्ट्रीय अनुवाद और दुभाषिया सेवा

अगर आपको इनमें से किसी भी सेवा के साथ बात करने या इस पुस्तिका का अनुवाद करने में मदद के लिए दुभाषिए की आवश्यकता है, तो 131 450 पर कॉल करें। वेबसाइट cityofsydney.nsw.gov.au पर एक ऑनलाइन प्रति उपलब्ध है।

राष्ट्रीय रिले सेवा

अगर आप सुन नहीं सकते/सकती हैं या आपको सुनने या बोलने में परेशानी होती है और आपको किसी सहायता सेवा से संपर्क करने के लिए मदद चाहिए, तो relayservice.gov.au पर जाएँ।

अस्वीकरण

इस वेबपेज पर जानकारी केवल एक सामान्य मार्गदर्शिका के रूप में दी गई है और इसका उद्देश्य सलाह देना नहीं है और इसे पेशेवर सलाह के विकल्प के रूप में उपयोग नहीं किया जाना चाहिए। सिटी ऑफ़ सिडनी इस वेबपेज पर दी गई जानकारी का किसी विशेष उद्देश्य या किसी भी उपयोग के लिए इस सामग्री की सटीकता, पूर्णता या उसकी उपयुक्तता के बारे में किसी भी प्रकार की कोई वारंटी, प्रतिनिधित्व या गारंटी नहीं देती है। यदि आपको लगता है कि कोई जानकारी गलत है, तो कृपया safecity@cityofsydney.nsw.gov.au पर संपर्क करें।

한국어 | Korean

가정 폭력 방지 정보

가정 및 가족 폭력은 범죄이므로 경찰에 신고해야 합니다.

이는 모든 지역사회에 존재하며 성별과 성 정체성, 인종, 나이, 문화, 민족, 종교, 장애, 경제적 지위나 지역 등을 불문하고 누구에게나 일어날 수 있습니다.

가정 및 가족 폭력은 힘을 휘둘러 상대를 억누르고 학대하는 것으로 대개 폭력의 형태를 띠며 모욕적이거나 위협적인 행동이 따릅니다. 현재 혹은 과거의 배우자, 보호자나 가족의 일원이 마음대로 통제하고 군림하거나 두려움을 심어주기 위해 폭력을 행사합니다.

폭력은 물리적일 뿐만 아니라 언어적, 심리적, 정서적, 사회적, 경제적, 성적 또는 영적 종교적 형태로 나타날 수 있습니다. 또한 온라인 괴롭힘을 비롯해 희롱과 스토킹도 폭력에 해당합니다.

본인이나 아는 누군가가 가정 및 가족 폭력을 겪고 있다면, 도움과 지원을 받을 수 있습니다.

트리플 제로

긴급 상황 시 000 번으로 전화하십시오.

NSW 가정 폭력 상담 전화

여성을 위한 위기 상담 및 알선 서비스에 관해서는 전화 1800 65 64 63 번으로 연락하십시오. 숙소 이용과 여타 지원 서비스 관련 정보도 안내해 드립니다.

1800RESPECT

전화 1800 737 732 번으로 연락하여 전문 카운슬러와 상담하고 도움과 지원을 받으십시오.

성소수자 사이트 Say It Out Loud

레즈비언, 게이, 바이섹슈얼, 트랜스젠더, 인터섹스, 혹은 퀴어(LGBTIQ)에 해당하는 사람은 ACON의 성소수자 지원 서비스(Say It Out Loud) 전화 1800 063 060 or 02 9206 2000 번에 연락하여 도움을 받을 수 있습니다.

통번역 서비스

해당 서비스 기관에 문의할 때 통역이나 본 안내서의 번역이 필요하다면 전화 131 450 번으로 연락하십시오. 안내서는 cityofsydney.nsw.gov.au 에서 온라인으로도 보실 수 있습니다.

내셔널 릴레이 서비스

청각 또는 언어 장애가 있어서 지원 서비스에 연락할 때 도움이 필요하다면 relayservice.gov.au 를 이용하십시오.

면책

본 웹페이지에서 제공되는 정보는 조언이 아닌 일반적인 안내일 뿐이며, 전문가의 조언을 대체하는 내용으로 절대 사용되어서는 안 됩니다. 시드니 시는 본 웹페이지에서 제공된 일체의 정보에 대해 그 내용, 정확성, 완결성 및 적합성과 관련된 어떠한 보증, 확인 또는 보장도 제공하지 않습니다. 정확하지 않다고 판단되는 정보를 발견하신 경우 safecity@cityofsydney.nsw.gov.au 으로 연락해 주십시오.

Português | Portuguese

Informações sobre violência doméstica

A violência doméstica e familiar é um crime e deve ser denunciada à polícia. Ela existe em todas as comunidades e pode afetar qualquer pessoa, independentemente do sexo, identidade sexual, raça, idade, cultura, etnia, religião, deficiência, status econômico ou local.

A violência doméstica e familiar é um abuso de poder e controle que geralmente envolve um padrão de comportamento violento, abusivo ou intimidador por parte de um companheiro, ex-companheiro, cuidador ou membro da família para controlar, dominar ou instilar o medo.

Pode ser físico, mas também verbal, psicológico, emocional, social, financeiro, sexual ou espiritual e religioso. Também inclui assédio e perseguição, incluindo assédio on-line.

Se você ou alguém que você conhece estiver enfrentando violência doméstica e familiar, ajuda e suporte estão disponíveis.

Triplo Zero

Ligue **para 000** para emergências.

Linha de Violência Doméstica NSW

Ligue para **1800 65 64 63** para obter aconselhamento por telefone em caso de crise e serviços de encaminhamento para mulheres, incluindo acesso à acomodação e informações sobre outros serviços de apoio.

1800RESPECT

Ligue para **1800 737 732** para falar com um conselheiro treinado e obter ajuda e apoio.

Diga Em Voz Alta

Se você é lésbica, gay, bissexual, transgênero e intersexual ou queer (LGBTIQ), você pode obter apoio do recurso Diga Em Voz Alta da ACON em **1800 063 060**.

Serviço Nacional de Tradução e Interpretação

Ligue para **131 450** se precisar de um intérprete para falar com qualquer um desses serviços ou para ajudar a traduzir este livreto. Uma cópia está disponível on-line em cityofsydney.nsw.gov.au.

Serviço Nacional de Retransmissão

Visite relayservice.gov.au se você for surdo ou tiver um impedimento de audição ou fala e precisar de ajuda para entrar em contato com um serviço de suporte.

Isenção de Responsabilidade

A informação neste documento é fornecida somente como um guia geral. Ela não pretende ser um aconselhamento e não deve ser usada para substituir aconselhamento profissional. City of Sydney não oferece nenhuma garantia nem representação de qualquer espécie quanto ao conteúdo, exatidão, integridade ou idoneidade para qualquer finalidade ou uso de qualquer informação neste documento. Se você encontrar alguma informação que julga estar errada, por favor contate safecity@cityofsydney.nsw.gov.au.

Русский | Russian

Информация о домашнем насилии

Насилие в семье и дома – это преступление, которое должно быть заявлено в полицию.

Оно существует во всех общинах и может затронуть любого человека, независимо от пола, сексуальной ориентации, расы, возраста, культуры, этнической принадлежности, религии, физических возможностей, экономической ситуации или места проживания.

Насилие в семье и дома – это проявление злоупотребления силой и желания контролировать, что обычно выражается в насильственной или угрожающей манере поведения партнера, бывшего партнера, опекуна или члена семьи с целью установления контроля, доминирующего статуса или внушения страха.

Это может быть физическое, эмоциональное, социальное насилие, а также словесное оскорбление, финансовое, душевное, сексуальное или религиозное насилие. Сюда включается преследование и слежка, включая оскорбления он-лайн.

Если вы или ваш знакомый человек испытываете насилие дома или в семье, то вам доступны помощь и поддержка.

Три ноля

В чрезвычайной ситуации звоните по номеру **000**.

Линия помощи жертвам домашнего насилия штата Новый Южный Уэльс

Звоните по номеру 1800 65 64 63, чтобы получить консультирование по телефону или направление в службы помощи женщинам, включая доступ к временному жилью и информации о других службах поддержки.

1800RESPECT

Звоните по номеру 1800 737 732, чтобы поговорить с квалифицированным сотрудником и получить помощь и поддержку.

Ресурс «Say It Out Loud»

Если вы лесбиянка, гомосексуалист, бисексуал, трансгендер, интерсексуал или другой сексуальной ориентации (LGBTIQ), вы можете получить помощь от организации ACON's Say It Out Loud, позвонив по номеру 1800 063 060 or 02 9206 2000.

Национальная служба устного и письменного перевода

Звоните по номеру 131 450, если вам нужен устный переводчик, чтобы поговорить с сотрудниками указанных служб или письменный переводчик, чтобы понять данную брошюру. Копия брошюры приведена на сайте cityofsydney.nsw.gov.au.

Национальная служба телетайпа

Посетите сайт relayservice.gov.au, если вы глухи или страдаете нарушением слуха или речи, и вам нужна помощь, чтобы связаться со службой поддержки.

Отказ от ответственности

Информация на данной веб-странице является лишь общим руководством и не предназначена для использования в качестве совета, и не заменяет собой совет профессионала. Муниципалитет Сиднея не дает никаких гарантий, представительств или обещаний в плане точности, полноты или пригодности использования для конкретной цели какой-либо информации на данной веб-странице. Если вы обнаружили неверную по вашему мнению информацию, напишите по адресу: safecity@cityofsydney.nsw.gov.au

Español | Spanish

Información acerca de la violencia doméstica

La violencia doméstica y familiar es un delito que se debe denunciar ante la policía.

Existe en todas las comunidades y puede afectar a cualquiera, sin importar género, identidad sexual, raza, edad, cultura, origen étnico, religión, discapacidad, posición económica o ubicación geográfica.

La violencia doméstica y familiar es un abuso de poder y control que generalmente conlleva un patrón de comportamiento violento, abusivo o intimidatorio por parte de una pareja actual, una expareja, un cuidador o un familiar para controlar, dominar o infundir miedo.

Puede ser violencia física, pero también verbal, psicológica, emocional, social, financiera, sexual o espiritual y religiosa. También incluye acoso, acoso y acoso por Internet.

Si usted o un conocido sufren violencia doméstica y familiar, hay ayuda y apoyo disponibles.

Triple cero

Llame al **000** en caso de emergencia.

NSW Domestic Violence Line (Línea de violencia doméstica de Nueva Gales del Sur)

Llame al 1800 65 64 63 para recibir asesoramiento para crisis por teléfono y derivación a servicios para mujeres, incluido el acceso a alojamiento e información acerca de otros servicios de apoyo.

1800RESPECT

Llame al 1800 737 732 para hablar con un asesor capacitado y obtener ayuda y apoyo.

Say It Out Loud (Dilo en voz alta)

Si usted es lesbiana, homosexual, bisexual, transgénero, e intersexual o de sexualidad alternativa (LGBTIQ), puede obtener apoyo del programa "Say It Out Loud" de ACON en el 1800 063 060 or 02 9206 2000.

Servicio nacional de traducción e interpretación

Llame al 131 450 si necesita un intérprete para hablar acerca de cualquiera de estos servicios o para obtener ayuda para traducir este folleto. Hay una copia disponible en Internet, en cityofsydney.nsw.gov.au.

Servicio nacional de retransmisión

Visite relayservice.gov.au si es sordo o tiene una discapacidad auditiva o del habla y necesita ayuda para ponerse en contacto con un servicio de apoyo.

Descargo de responsabilidad

La información de esta página web se facilita exclusivamente a modo de guía general, no tiene el propósito de asesorar y no debe utilizarse en sustitución del asesoramiento profesional. La Ciudad de Sídney no garantiza, declara ni asegura en forma alguna el contenido, la exactitud, la integridad o la adecuación para ningún fin o uso concreto de cualquier información de esta página web. Si encuentra alguna información que cree que puede ser inexacta, escriba a safecity@cityofsydney.nsw.gov.au.

ไทย | Thai

ข้อมูลเรื่องความรุนแรงในครอบครัว

ความรุนแรงในครอบครัวและในบ้าน ถือเป็นอาชญากรรมและควรรายงานให้เจ้าหน้าที่ตำรวจทราบ

ความรุนแรงในครอบครัวเกิดขึ้นในทุกชุมชนและส่งผลกระทบต่อทุกคนได้ ไม่ว่าจะเป็นความแตกต่างทางเพศ อัตลักษณ์ทางเพศ ชนชาติ อายุ วัฒนธรรม เชื้อชาติ ศาสนา ความบกพร่องทางร่างกาย สถานภาพทางเศรษฐกิจ หรือสถานที่ก็ตาม

ความรุนแรงในครอบครัวและในบ้าน ถือเป็นการละเมิดต่ออำนาจและการควบคุม ซึ่งโดยทั่วไปแล้ว มักเกี่ยวข้องกับรูปแบบของพฤติกรรมการใช้ความรุนแรง ดุหมั่นเหยียดหยาม หรือข่มขู่คุกคาม โดยการกระทำของคู่สมรส อดีตคู่สมรส ผู้ดูแล หรือสมาชิกในครอบครัวที่ต้องการควบคุม ทำตัวเหนือกว่า และปลุกฝังความกลัวให้อีกฝ่ายหนึ่ง

ซึ่งอาจเกิดขึ้นได้ไม่เพียงทางกายภาพ แต่ยังเป็นทางคำพูด จิตวิทยา อารมณ์ สังคม การเงิน เพศ หรือทางความเชื่อและศาสนา อีกทั้งยังรวมถึงการล่วงละเมิด การตามรังควาญก่อความ และพฤติกรรมล่วงละเมิดผ่านทางออนไลน์อีกด้วย

ถ้าคุณหรือบุคคลใดที่คุณรู้จักกำลังประสบกับปัญหาความรุนแรงในครอบครัวและในบ้าน เราได้จัดให้มีความช่วยเหลือและการสนับสนุนไว้ดังนี้

Triple Zero

แจ้งเหตุฉุกเฉิน กด **000**

สายด่วนร้องเรียนความรุนแรงในครอบครัว รัฐนิวเซาท์เวลส์ (NSW Domestic Violence Line)

โทร 1800 65 64 63 เพื่อขอรับคำปรึกษาภาวะวิกฤตและการแนะนำส่งต่อสำหรับคุณผู้หญิง รวมถึงการอำนวยความสะดวกด้านที่พักและข้อมูลเกี่ยวกับบริการสนับสนุนช่องทางอื่น

1800RESPECT

โทร 1800 737 732 เพื่อพูดคุยกับที่ปรึกษาผู้เชี่ยวชาญ พร้อมรับความช่วยเหลือและการสนับสนุน

Say It Out Loud

ถ้าคุณเป็นหญิงรักหญิง ชายรักชาย ไบเซ็กซ์ชวล คนข้ามเพศ และผู้มีภาวะเพศกำกวม หรือ เควียร์ (LGBTIQ) คุณสามารถรับความช่วยเหลือได้จากองค์กร Say It Out Loud ของ ACON ได้ทางหมายเลข 1800 063 060 or 02 9206 2000

ศูนย์บริการแปลภาษาและล่ามแห่งชาติ

หากคุณต้องการล่าม เพื่อช่วยพูดคุยติดต่อขอรับบริการเหล่านี้หรือช่วยแปลเอกสารนี้ กรุณาโทรไปที่ 131 450 ซึ่งสำเนาของเอกสารมีออนไลน์อยู่ที่เว็บไซต์ cityofsydney.nsw.gov.au

ศูนย์บริการถ่ายทอดข้อมูลแห่งชาติ

เยี่ยมชมเว็บไซต์ relayservice.gov.au หากคุณมีปัญหาเกี่ยวกับการฟังหรือการได้ยิน หรือมีความบกพร่องทางการพูด และต้องการความช่วยเหลือเพื่อติดต่อขอรับบริการสนับสนุน

การปฏิเสธความรับผิดชอบ

ข้อมูลในหน้าเพจนี้มีไว้เพื่อเป็นแนวทางกว้างๆเท่านั้นและไม่ได้มีเป้าหมายเพื่อเป็นคำแนะนำและห้ามใช้แทนของคำปรึกษาจากมืออาชีพ เทศบาลนครซิดนีย์ไม่ขอรับประกัน รับรอง หรือยืนยันใดๆเกี่ยวกับเนื้อหา ความถูกต้อง ความครบถ้วน หรือความเหมาะสมเพื่อจุดประสงค์หรือการใช้งานใดก็ตามเกี่ยวกับข้อมูลที่อยู่ในหน้าเพจนี้ ถ้าท่านพบข้อมูลใดที่ท่านเชื่อว่าไม่ถูกต้อง กรุณาติดต่อ safecity@cityofsydney.nsw.gov.au.

Tiếng Việt | Vietnamese

Thông tin về Bạo hành trong Nhà

Bạo hành trong nhà và gia đình là tội ác và phải trình báo cảnh sát.

Đây là chuyện xảy ra trong mọi cộng đồng và có thể ảnh hưởng đến bất kỳ người nào bất kể phái tính, khuynh hướng tính dục, chủng tộc, tuổi tác, văn hoá, sắc tộc, tôn giáo, khuyết tật, tình trạng kinh tế hay địa điểm.

Bạo hành trong nhà và gia đình là sự lạm dụng quyền lực và kiểm soát thường bao gồm thói cư xử hung bạo, lăng mạ hay doạ nạt mà người phối ngẫu, người người phối ngẫu cũ, người chăm sóc hay người trong gia đình là thủ phạm để kiểm soát, khống chế hay gieo rắc sợ hãi.

Bạo hành có thể là đánh đập, nhưng cũng có thể bằng lời nói, tâm lý, cảm xúc, xã hội, tài chánh, tính dục hay tinh thần và tôn giáo. Nó cũng bao gồm sách nhiễu và rình rập, kể cả sách nhiễu trên mạng internet.

Nếu quý vị hay người nào quý vị biết đang bị bạo hành trong nhà và gia đình, hiện có những giúp đỡ và hỗ trợ.

Ba Số Không

Gọi 000 trong trường hợp khẩn cấp.

Đường dây về Bạo hành trong Nhà NSW

Gọi số 1800 65 64 63 để được tư vấn qua điện thoại trong trường hợp khẩn cấp và nhận được các dịch vụ giới thiệu dành cho phụ nữ, kể cả giúp đỡ về chỗ ở và thông tin về các dịch vụ trợ giúp khác.

1800RESPECT

Gọi số 1800 737 732 để nói chuyện với nhân viên tư vấn đã được huấn luyện để được giúp đỡ và hỗ trợ.

Say It Out Loud

Nếu là người đồng tính nam hay nữ, lưỡng tính, người chuyển giới, lưỡng phái hay đa dạng giới tính (LGBTIQ), quý vị có thể nhờ trợ giúp từ các tiện ích của Say It Out Loud thuộc ACON qua số 1800 063 060 or 02 9206 2000.

Dịch vụ Thông Phiên dịch Toàn quốc

Gọi số 131 450 nếu cần thông dịch viên để nói chuyện với bất kỳ những dịch vụ này hay để giúp phiên dịch tập sách nhỏ này. Trên mạng internet tại cityofsydney.nsw.gov.au có tập sách này.

Dịch vụ Tiếp âm Toàn quốc'

Truy cập relayservice.gov.au nếu bị khiếm thính hay bị suy giảm thính lực hoặc nói khó và cần được giúp đỡ để liên lạc với dịch vụ trợ giúp.

Khước từ trách nhiệm

Thông tin cung cấp trên trang mạng này chỉ là hướng dẫn tổng quát, không có chủ ý tư vấn và không được sử dụng thay cho những lời tư vấn chuyên môn. Hội đồng Thành phố Sydney không chịu trách nhiệm, không xác định tính chính xác, hoặc bảo đảm bất cứ điều gì liên quan đến nội dung, tính chính xác, sự hoàn chỉnh hoặc phù hợp cho bất cứ mục đích cá biệt hoặc việc sử dụng bất cứ thông tin nào trên trang mạng này. Nếu tìm thấy bất cứ thông tin nào mà quý vị nghĩ có thể không chính xác, xin vui lòng liên lạc safecity@cityofsydney.nsw.gov.au.

Keeping safe after leaving a domestic violence situation

Tips for keeping safe

You may need to take steps to minimise the risk of any future harassment or violence from the perpetrator. To help keep safe, you can do the following:

- Keep your Apprehended Violence Order with you and give a copy to someone you trust for safekeeping.
- Inform the police immediately if your Apprehended Violence Order is breached.
- Seek legal advice and be aware of your rights.
- Change your locks.
- Cancel joint bank accounts and credit cards.
- Organise for your mail to be redirected to a post office box.
- Teach your children not to open the door without checking who is there first.
- Inform your children's school or day care about who is authorised to collect them and if there is an Apprehended Violence Order in place.
- Get guidance from the police about safety, including the security of your home.
- Change your routines.
- Ask someone to accompany you to places when you have concerns.
- Consider changing your bank account and phone numbers, as well as moving to a new address.
- Seek support from a domestic violence worker or counsellor.
- Keep a diary of any contact you have with the person using violence (include the time, date and place).
- Contact Centrelink to make sure any joint correspondence to you and the person using violence is changed.
- Tell someone you trust at your workplace about your situation.
- Keep all receipts for emergency expenses (for relocation, medical bills and accommodation, for example) as you may be able to [make a financial claim through Victims Services NSW](#).

Here are some [strategies to keep safe when using technology and social media](#):

- Trust your instincts – if you suspect the perpetrator is harassing, stalking or monitoring you using technology, it is possible and likely.
- Use a safe computer, meaning a computer or device that the perpetrator does not have, or has not had, access to, such as at public libraries, community centres or internet cafes.

Domestic and family violence support

- Clear your internet browsing history.
- Be careful when communicating online by making sure you log out of websites.
- Create a new email, Facebook or instant messaging account.
- Change passwords and PINs from a safe computer.
- Get your own mobile phone.
- Check your mobile phone settings – disable location services and lock the screen so it won't automatically answer or call if bumped.
- Minimise the use of baby monitors or cordless phones so you are at less risk of being overheard.
- Get a private post office box and don't give out your real address.
- Google yourself to see if your personal details appear online.
- Screenshot evidence of harassment so you can report abuse or stalking.

For more details about safety, see [technology safety resources from the Women's Services Network](#).

Safe computers

The City of Sydney's [community centres](#) and [libraries](#) are open to all residents, workers and visitors. You can access computers free of charge from all of the City's libraries. The following community centres also offer safe computers, and are places of welcome and refuge:

- [Harry Jensen Community Centre, Millers Point](#)
- [Redfern Community Centre, Redfern](#)
- [Juanita Nielsen Community Centre, Woolloomooloo](#)
- [Cliff Noble Community Centre, Alexandria](#)
- [Ron Williams Community Centre, Redfern](#)
- [Reginald Murphy Community Centre, Potts Point](#).

Domestic violence services directory

Emergency services 24/7 support

Emergency – police and ambulance

- 000 (triple zero)

NSW Domestic Violence Line

- 1800 65 64 63

1800RESPECT

- 1800 737 732

Full Stop Australia (formally Rape and Domestic Violence Service Aust.) –

- 1800 FULL STOP (1800 385 578) or visit their website for online counselling; supporting people affected by sexual, domestic or family violence

Child Protection Helpline

- 132 111

Kids Helpline

1800 55 1800 Lifeline

- 13 11 14

MensLine

- 1300 78 99 78

Men's Referral Service

- 1300 766 491

NSW Ageing and Disability Abuse Helpline

A confidential helpline offering information, advice and referrals for people who experience, witness or suspect the abuse of older people or adults with disability living in NSW.

- 1800 628 221 (Monday to Friday: 9am to 5pm)

Advice lines

Domestic Violence Legal Advice Line

Free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders.

02 8745 6999

Mondays: 1:30pm-4:30pm

Tuesdays: 9:30am-12:30pm

Domestic and family violence support

Thursdays 1:30pm-4:30pm

Fridays: 9:30am-12:30pm

Women's Legal Service NSW

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, child care and protection, Victims Support, and sexual assault.

02 8745 6988

Mondays: 9:30am-12:30pm

Tuesdays: 1:30pm-4:30pm

Thursdays: 9:30am-12:30pm

Womans Legal Service NSW also provides face-to-face legal advice through a number of outreach programs.

Office hours: Monday–Friday: 9am–1pm and 2pm–4.30pm

Phone: 02 8745 6900

First Nations Womens Legal Contact Line

Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.

02 8745 6977

Mondays: 10am-12:30pm

Tuesdays: 10am-12:30pm

Thursdays: 10am-12:30pm

Sexual Assault Service (including support for young people aged 14+)

Based at Royal Prince Alfred Hospital, Missenden Road, Camperdown.

– 02 9515 9040 (Monday to Friday: 8.30am to 5pm)

– 02 9515 6111 (after hours and on weekends)

Alternatively, people can present to the emergency department at RPA for a counselling or medical response

Family Relationship Advice Line

– 1800 050 321 (Monday to Friday: 8am to 8pm; Saturday: 10am to 4pm)

Inner City Legal Centre LGBTIQ legal advice

– 1800 244 481 or 02 9332 1966 (Monday, Thursday and Friday: 9am to 5pm; Tuesday and Wednesday: 9am to 8pm)

– SMS-only number: 0476 857 342

– Free legal advice is available by appointment (Tuesday and Wednesday: 6pm to 8pm)

Victims Services – Aboriginal Contact Line

– 1800 019 123 (Monday to Friday: 9am to 5pm)

Victims Access Line

– 1800 633 063 (Monday to Friday: 9am to 5pm)

Domestic and family violence support

Parent Line NSW

- 1300 1300 52 (Monday to Friday: 9am to 9pm; Saturday and Sunday: 4pm to 9pm)

Relationships Australia

- 1300 364 277 (Monday to Friday: 9am to 5pm)

Domestic violence accommodation and support services

Accommodation and support services

NSW Domestic Violence Line

Referrals to crisis accommodation for women experiencing domestic violence.

- 1800 65 64 63 (available 24/7)

Link2home Homelessness Information Line

Homelessness information and referral service.

- 1800 152 152 (available 24/7)

Moving Out Moving On

Moving Out Moving On (MOMO) provides outreach support to women with or without children in the inner city of Sydney, who are escaping from or experiencing Domestic and Family Violence or are homeless or at risk of homelessness.

Drop-in services, outreach and support for people escaping domestic violence in the inner city of Sydney.

- 02 9251 2405 (Monday to Friday)

Staying Home Leaving Violence

Program to help prevent homelessness, located in Redfern. The program works in cooperation with NSW Police to remove the person using violence from the family home so that you and your children can stay safely where you are. It provides a range of support including safety planning, improving home security, help with legal processes and managing finances, and support for children.

- 02 9699 9036

Way2Home

A service that helps people experiencing homelessness move into long-term housing.

- 1800 505 501 (Monday to Friday: 8.30am to 5pm)

Women's & Girl's Emergency Centre

A safe and inclusive service providing a range of support and crisis accommodation to women and families.

- 02 9319 4088 (Monday to Friday: 8.30am to 4.30pm)

Domestic and family violence support

The Miranda Project

The Miranda Project is a gender-specific program run by women for women who are at risk of both domestic violence and criminal justice system involvement. The Miranda Project assists vulnerable women attending court, on community orders or exiting prison.

02 9288 8700 (Monday to Friday: 9am to 5pm)

The Salvation Army Safe House

A safe house for women who have experienced trafficking and slavery in Australia.

– 1300 473 560 (Monday to Friday: 9am to 5pm)

Domestic violence counselling and mental health services

Counselling and mental health services

Full Stop Australia (formally Rape and Domestic Violence Service Aust.)

www.fullstop.org.au

- 1800 FULL STOP (1800 385 578) or visit the website for online counselling; supporting people affected by sexual, domestic or family violence

Sydney Women's Counselling Centre

- The Centre is a women's only safe space managed and staffed by women. It provides prevention, early intervention, therapeutic treatment and support for clients with complex co-occurring mental health, addiction and trauma presentations through short, medium and long term counselling. Includes bilingual Chinese counselling. 02 9718 1955 or submit online contact form

St Vincent's Hospital – Domestic and Family Violence Service

Specialist social work counselling service for people impacted by domestic and family violence in the City of Sydney local area. This service is available to the community as well as inpatients.

- 02 8382 1111 (Monday to Friday: 8am to 5pm, ask to be put through to the Domestic and Family Violence Service)

Moving Forward

Specialist case management services for women and children.

- Monday to Thursday, including evenings by appointment. Contact via the [online form](#).

Bondi Beach Cottage provides specialist domestic and family violence counselling and support to women. This includes women at any stage of recovery. Casework supports are offered to women within the context of counselling relationship. Services are free and confidential.

2 Brighton Boulevard, North Bondi NSW 2026

Phone: (02) 9365 1607

Email: fss@bondibeachcottage.org.au

Insight Exchange provides information and reflection support to people who are experiencing domestic and family violence, and to people who are responding (formally and informally) in any community, service or system.

- -To contact Insight Exchange, use the [contact us](#) form.

Domestic violence legal support services

Legal support services

Domestic Violence Legal Service (Women's Legal Service NSW)

Free and confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders.

- 1800 810 784 or 02 8745 6999

Immigration Advice and Rights Centre

Free information, legal advice and representation to people in NSW in relation to family and humanitarian migration, citizenship and visa cancellations, with a particular focus on assisting people on temporary visas who have experienced family violence.

Info line: 02 8234 0700

DV Priority Line: 02 8234 0777

Email: info@iarc.org.au

First Nations Women's Legal Service (Women's Legal Service NSW)

Free and confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim support.

- 02 8745 6977 or 1800 639 784
- Mondays: 10am–12:30pm
- Tuesdays: 10am–12:30pm
- Thursdays: 10am–12:30pm

Inner City Legal Centre

Free legal advice on general and specialist law issues, information and referral and assistance with victim compensation applications.

- 1800 244 481 or 02 9332 1966
- Free legal advice by appointment
- Sex worker legal service
- LGBTIQ services – Legal advice service for lesbian, gay, bisexual, transgender, intersex and queer people who are experiencing domestic violence. By appointment Tuesday and Wednesday nights
- Safe Relationships Project – Court assistance and other support for LGBTIQ clients experiencing or escaping an abusive relationship

Domestic and family violence support

- Trans and Gender Diverse legal service - Monday – Friday: 2pm-6pm by appointment. To book call 02 9332 1966 and specify that you would like an appointment with the Trans and Gender Diverse Legal Service

LawAccess NSW

Free government telephone service that provides information and referrals for people who have a legal problem in NSW.

- 1300 888 529 (Monday to Friday: 9am to 5pm)

Law Society of New South Wales

Offers information and referral services to locate qualified solicitors appropriate to each individual's needs, including pro bono schemes.

- 02 9926 0333 (Monday to Friday: 9am to 5pm)

NSW Police

Police will attend your home, workplace or place of incident to help you stay safe from abusive and threatening behaviour (available 24/7).

- Triple zero (000)

NSW International Student Legal Service, Redfern Legal Centre

- 02 9698 7277 or submit online form
- My Legal Mate App – free downloadable multilingual app for international students, legal information in English, Chinese, Hindi, Korean, Portuguese, Thai, and Vietnamese

Wirringa Baiya Aboriginal Women's Legal Centre

Wirringa Baiya is a state-wide community legal centre that provides free legal advice, referrals and access to appropriate legal representation to Aboriginal and Torres Strait Islander women, children and youth who are victims of domestic and family violence. Areas of work include domestic violence and Apprehended Violence Orders, care and protection, family law, child and adult sexual assault and assistance with victim support claims.

Telephone information service is available:

- 1800 686 587 or 02 9569 3847 (9am to 5pm)
- Legal advice is available Monday, Tuesday, Thursday and Friday: 10am to 4pm

Women's Domestic Violence Court Advocacy Services (WDVCAS) This service operates at the Downing Centre, Newtown and Waverley local courts to assist women and children who are victims of domestic violence to obtain effective legal protection from violence.

- 02 9287 7505 or 1800 938 227
- Southwest Sydney Legal Centre
02 9601 7777 (Monday-Friday 9am-5pm)

Domestic violence financial support services

Financial support services

Centrelink

Centrelink can check if you are eligible to receive a payment, such as income support payment, crisis payment as a victim of domestic violence or child support.

If you've been getting a payment from Centrelink for more than 3 months, you may be eligible for an advance payment. This is when Centrelink pays you some of your regular payment before its normal due date. You then pay it back fortnightly through your regular payment. Centrelink delivers a range of payments and services for people at times of major change.

Families Line

- 136 150 (Monday to Friday: 8am to 8pm)

Multilingual Phone Service

- 131 202 (Monday to Friday: 8am to 5pm)

Aboriginal or Torres Strait Islander Centrelink Indigenous Call Centre 1800 136 380 (Monday to Friday: 8am to 5pm) Disability, Sickness and Carers

- 132 717 (Monday to Friday: 8am to 5pm)

Social Work Services

- 132 850 (Monday to Friday: 8am to 5pm) Centrelink inner-city office locations
- 137–153 Crown Street, Darlinghurst
- 140 Redfern Street, Redfern

National Debt Helpline

Free and confidential advice from professional financial counsellors.

- 1800 007 007 (Monday to Friday: 9.30am to 4.30pm)

Domestic violence services for Aboriginal and Torres Strait Islander peoples

Domestic and family violence support services

These services specialise in supporting Aboriginal and Torres Strait Islander peoples. They have a specific cultural focus and often have dedicated Aboriginal and Torres Strait Islander staff available.

Mudgin-Gal

Provide a range of services for Aboriginal girls, and women and their young families, including in-home family support. Also provides referrals for accommodation, and legal, medical and court support.

- 02 9698 1173 (Monday to Friday: 9am to 5pm)

Wirringa Baiya Aboriginal Women's Legal Centre

Wirringa Baiya is a state-wide community legal centre that provides free legal advice, referrals and access to appropriate legal representation to Aboriginal and Torres Strait Islander women, children and young people who are victims of domestic and family violence. Areas of work include domestic violence and Apprehended Violence Orders, care and protection, family law, child and adult sexual assault, and assistance with victim support claims.

- 1800 686 587 or 02 9569 3847 (9am to 5pm)
- Legal advice is available Monday, Tuesday, Thursday and Friday: 10am to 4pm

Aboriginal Medical Service Cooperative Limited (AMS Redfern)

Health services and advice for the Aboriginal community.

Telehealth service 02 9319 5823 (Monday to Thursday: 8am to 5pm; Friday: 9am to 5pm)

- Greater Sydney Aboriginal Tenants Service

Tenant advice and advocacy for the Aboriginal community.

- 02 9833 3314 (Monday to Friday: 9am to 5pm)

First Nations Women's Legal Contact Line

Legal advice and information for Aboriginal women from the Women's Legal Service NSW.

- 1800 639 784 or 02 8745 6977 (Monday, Tuesday and Thursday: 10am to 12.30pm)

Domestic and family violence support

Aboriginal Legal Service, Redfern

- 1800 765 767 for police charges and court matters
- 1800 733 233 for care and protection and family matters

13YARN

Crisis support for First Nations people (available 24/7)

- - 13 92 76

Domestic violence services for children and young people

Domestic violence support services

Children who grow up witnessing violence can be traumatised by the experience. They can also be physically hurt. These services are available to help children and young people specifically.

Kids Helpline

A confidential and anonymous telephone and online counselling services for young people aged from 5 to 18.

- 1800 55 1800 (available 24/7)

Child Protection Helpline

The NSW Government state-wide call centre is staffed by professionally qualified caseworkers. They receive and screen all reports about suspected abuse or neglect of a child or young person, or those at risk of harm from abuse or neglect. Family and Community Services is authorised to conduct assessments and protective investigation into cases of child abuse and neglect.

- 132 111 (available 24/7)

Lifeline

A confidential telephone counselling service for crisis support and suicide prevention.

- 13 11 14 (available 24/7)

Legal Aid NSW Youth Hotline

Legal advice and information for children and young people aged under 18.

- 1800 10 18 10 (Monday to Thursday: 9am to midnight; and 9am on Friday to midnight on Sunday)

The Line

This website for young people aged 14 and over gives examples of how to have equal relationships and reject violence.

The Shopfront Youth Legal Centre

Free legal advice for homeless and disadvantaged young people aged 25 and under

02 9322 4808

Hours Monday-Friday 9:00am – 5:30pm (limited telephone advice available outside these times - follow the prompts to be put through to a lawyer after hours)

Email: shopfront@theshopfront.org

www.theshopfront.org

Domestic violence services for people from culturally and linguistically diverse backgrounds

Domestic violence support services

To speak in your first language, you can contact the [Translating and Interpreting Service](#) on 131 450 and ask them to connect you to the [NSW Domestic Violence Line](#) on 1800 65 64 63.

You can also call the police or go to your local police station. Tell them the language you speak and ask them to call the interpreter service.

Community languages

The information on these pages has been summarised in 11 community languages.

Asylum Seekers Centre of NSW

Practical support for community-based asylum seekers.

- 02 9078 1900 – Monday to Friday: 9am to 4pm

Immigration Advice and Rights Centre

Legal advice about domestic and family violence situations. Legal advice by appointment only.

- 02 8234 0700 (Monday to Friday: 9am to 5pm) or complete [online enquiry form](#)
- 02 8234 0777 (Priority line for domestic violence cases)

Immigrant Women's Speakout Association NSW

Domestic violence services for immigrant and refugee women in NSW.

- 02 9635 8022 (Monday to Friday: 9.30am to 5pm)

JewishCare NSW

Casework, counselling and outreach and referrals for the Jewish community.

- 1300 133 660 (Monday to Thursday: 9am to 4pm, Friday: 9am to 4pm)
- 02 8305 8021 (out of hours contact: 7am to 10pm, 7 days a week)

Domestic and family violence support

Muslim Women Australia

Information, outreach, counselling and referrals for Muslim women. It also runs the Linking Hearts Multicultural Family Domestic Violence and Homelessness Support Service that assists multicultural families to access crisis accommodation and homelessness services.

- 02 9750 6916 (Monday to Friday: 9am to 5pm) or complete [online enquiry form](#)

Sydney Multicultural Community Services

Information, resources and referral services for culturally and linguistically diverse community members.

- 02 9663 3922 (Monday to Friday: 9am to 5pm)

Translating and Interpreting Service

Free interpreter services are available so that you can speak to the police and other services in your first language.

- 131 450 (available 24/7) and say the language you need

Weave Youth and Community Services - Women and Children's Centre offers a range of support services to women, children and families from culturally and linguistically diverse backgrounds.

- 02 9699 9036 (Monday to Thursday: 9.30am to 4.30pm; Fridays by appointment)

Domestic violence services for LGBTIQ+ people

Domestic violence support services

The following services offer advice or support specific to the needs of LGBTIQ+ people and their families.

ACON's Say It Out Loud

Information and referrals for counselling and support services for LGBTQ+ people experiencing domestic and family violence.

- 1800 063 060 or 02 9206 2000 (Monday to Friday: 9am to 6pm)

Another Closet

Online resource for LGBTIQ people affected by domestic and family violence, including information for family members, friends and support services in NSW.

NSW Police Force

NSW Police Force has Gay and Lesbian Liaison Officers (GLLOs) available at all police area commands. GLLOs have received training to help officers understand the needs of LGBTIQ people. NSW Police Force GLLOs work with key LGBTIQ services to provide a comprehensive response to domestic and family violence in LGBTIQ communities.

Safe Relationships Project

Provides LGBTI people who are experiencing or escaping an abusive relationship with court assistance, support, advocacy, referrals and information. Face-to-face support is available for people in Sydney and telephone support is offered for people throughout NSW. The project is operated by the Inner City Legal Centre.

- 1800 244 481 or 02 9332 1966 (Monday, Thursday and Friday: 9am to 5pm; Tuesday and Wednesday: 9am to 8pm)
- Free legal advice is available by appointment (Tuesday and Wednesday: 6pm to 8pm)

The Gender Centre

Services include counselling, community case management, gaol and street outreach, education and training, advocacy and some residential services for people who identify as transgender or gender diverse.

- 02 9519 7599 or 02 9569-2366 (Monday to Friday: 9am to 4.30pm)

Domestic and family violence support

Transgender Anti-Violence Project

Provides education and advocacy services related to violence, transphobia and hate crimes, and support for people to report violence, seek legal and medical assistance and access referrals to counselling and other services. The project is operated by the Gender Centre.

- 1800 069 115 or 02 9569 2366 (Monday to Friday: 9am to 4.30pm)

Twenty10 (incorporating the Gay and Lesbian Counselling Service of NSW)

Works with young LGBTIQ, same sex-attracted and gender diverse people aged 12 to 25. Twenty10 provides specialised services including housing, mental health counselling and social support. It also provides social support for adults and, as the NSW provider for the national QLife project, offers telephone support and web chat services for people of all ages.

- 02 8594 9555 (Monday to Friday: 9.30am to 5pm) or complete [online enquiry form](#)

QLife Australia

QLife is a specific service for lesbian, gay, bisexual, transgender, intersex and queer people providing telephone and web-based support and referrals to people of all ages about topics including sexuality, identity, gender, bodies, feelings or relationships.

- 1800 184 527

[webchat](#) 7 days a week (3pm to midnight)

Rainbow Sexual, Domestic and Family Violence Helpline

- 1800 497 212 available 24/7.

Domestic violence services for men

Domestic violence support services

The following services offer support to men who have survived abuse, and can also offer separate services to men who have been violent but want to stop.

Victims Services [Victims Access Line](#)

- 1800 633 063 (Monday to Friday: 9am to 5pm)
- Aboriginal Contact Line: 1800 019 123

1800RESPECT

A national telephone and online counselling support service for people who have experienced domestic, family or sexual violence. Also offers support to friends and family of people in domestic or family violence situations.

- 1800 737 732 (available 24/7)

Men's Referral Service/No to Violence

Information for men who need help and support relating to anger, behaviour, relationship issues or parenting.

- 1300 766 491 (available 24/7)

Relationships Australia

Counselling and programs for individuals and families, including a range of services for people who have used or experienced violence.

- 1300 364 277 (Monday to Friday: 9am to 5pm) or complete [online enquiry form](#)

Relationships Australia – Sydney City Family Relationship Centre

- 1300 364 277 (Monday to Friday: 9am to 5pm)

Domestic violence services for people with disability

Domestic violence support services

If you're a person with disability experiencing or at risk of domestic violence, or are concerned for someone with disability, you can contact the following services.

NSW Ombudsman

Receives reports of abuse and neglect of people with disability in a domestic setting and provides referrals for appropriate assistance.

- 1800 451 524 (regional/charges may apply on mobile phones) or 02 9286 1000 (Monday to Friday: 9am to 12pm and 1pm to 3pm) or complete [online complaints form](#)

National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission

The regulatory body for NDIS providers.

- 1800 035 544 (Monday to Friday: 9am to 5pm)

The Deaf Society

Provides information on family violence with videos presented in Auslan.

- [02 8833 3600](#) (Monday to Friday: 9am to 5pm)
- TTY Type and Read 02 8833 3691; TTY Speak and Read 02 8833 3699

Intellectual Disability Rights Service

Disability advocacy, legal support and information to people of any age who have cognitive impairment and live in NSW.

- Justice Advocacy Service 02 9265 6300 (Monday to Friday: 9am to 5pm) or Hotline 1300 665 908 (24/7) Ability Rights Centre 02 9265 6350 (Monday to Friday: 9am to 5pm)

People with Disability Australia

The national peak body for disability rights and advocacy.

- Wayfinder Hub 1800 843 929 toll free or complete [online request form](#)
- Head office 1800 422 015 or 02 9370 3100 (Monday to Friday: 9am to 5pm)

NSW Ageing and Disability Abuse Helpline

A confidential helpline offering information, advice and referrals for people who experience, witness or suspect the abuse of older people or adults with disability living in NSW.

- 1800 628 221 (Monday to Friday: 9am to 5pm)

Domestic violence services for older people

Domestic violence support services

Elder abuse is any act within a relationship of trust which harms an older person. It includes financial, psychological, physical, verbal, sexual abuse and neglect. It can occur in the elder's own home, in a hospital or in a residential care home.

If you suspect that an older person is being abused, speak to them about your concerns and offer them your support to seek assistance.

If you are an older person who is being abused, you can contact the police or any of the following services for help.

NSW Ageing and Disability Abuse Helpline

A confidential helpline offering information, advice and referrals for people who experience, witness or suspect the abuse of older people or adults with disability living in NSW.

- 1800 628 221 (Monday to Friday: 9am to 5pm) or complete the [online report form](#)

Aged Care Assessment Teams

Under the [NSW Government Interagency Protocol for Responding to Abuse of Older People](#), reports of alleged, reported or suspected abuse of an older person living in the community can be made to an Aged Care Assessment Team for urgent assessment and referral. Depending on your location in Sydney, contact the following numbers:

Sydney Local Health District

Includes Annandale, Beaconsfield, Camperdown, Chippendale, Glebe, Pyrmont, Redfern, Ultimo and Waterloo.

- 1300 722 276 (available 7 days a week: 8am to 8pm)

South Eastern Sydney Local Health District – Prince of Wales Community Health Services

Includes the inner city, Darlinghurst, Potts Point, Surry Hills and Woolloomooloo.

- 02 9369 0463 for access and referral (Monday to Friday: 8.30am to 5pm; Saturday: 8.30am to 2pm)

Older Persons Advocacy Network

Provides free information about your rights for all Australians seeking or receiving aged care services.

- National Aged Care Advocacy Line [1800 700 600](#) (freecall)

Domestic and family violence support

NSW Police Force Aged Crime Prevention Officers

Aged Crime Prevention Officers (ACPOs) are specialist police officers who assist their Police Area Commands and Police Districts in preventing and responding to the abuse, neglect and exploitation of vulnerable people who may be ageing, with disability or homeless.

- Central Metropolitan Region 02 9362 6324

Aged Care Quality and Safety Commission

The role of the Commission is to accredit, assess and monitor all aged care services subsidised by the Australian Government. Conducts investigations and resolves complaints about these services.

- 1800 951 822 (Monday to Friday: 9am to 5pm, mobile phone users may incur charges) or complete the [online complaints form](#)

Council on the Ageing NSW

Provides information and education, and works to empower and engage people aged 50 years and older in NSW. Its program, COTA NSW Legal Pathways is a low-cost legal service offered in conjunction with Legal Aid NSW that helps older people to protect their financial assets, avoid financial abuse, and plan for the future.

- Main office 02 9286 3860 or 1800 449 102 (regional free call)
- Legal Pathways 02 8268 9616 (Monday, Tuesday and Wednesday)

NSW Trustee & Guardian

Provides a range of multidisciplinary services including will-making, estate planning, executorship, trustee, financial management and guardianship services 1300 109 290 (Monday to Friday: 9am to 5pm)

Seniors Rights Service

Legal advice and information for older people in NSW. Advocacy for older people in residential care or self-care retirement facilities or who receive in-home care. Assistance to navigate the aged care system (Aged Care System Navigator program).

1800 424 079 or 02 9281 3600 (Monday to Friday: 9am to 5pm)

Social workers at your hospital

If you are in hospital and are concerned about going home to a domestic and family violence situation, ask to speak with a social worker. They will provide you with assistance before you are discharged.

Domestic violence services for people with pets

Support services for people with pets

People using violence may use violence towards animals as a form of control and power over partners and family members during the relationship and after separation.

Domestic Violence NSW in their report [Animals and people experiencing domestic and family Violence- How their safety and wellbeing are interconnected](#) outline that:

‘Law, policy and program responses should improve access to a range of supports for animals and people experiencing DFV to ensure their safety and wellbeing and uphold their dignity. Priority should be given to responses that support animals and people experiencing DFV to stay together and maintain their connection where possible, in recognition of how this relationship can support healing and recovery and how separation can be re-traumatising for animal and human victim-survivors.’

RSPCA NSW

Through their Domestic Violence program, RSPCA NSW aims to offer practical solutions for pet owners leaving situations of domestic violence. They safely house and care for their pets, allowing them time to find safe refuge for themselves, with the aim of reuniting them with their beloved pet as soon as possible. Services of the Domestic Violence program may include temporary foster accommodation and/or emergency pet boarding, financial assistance for veterinary treatment, with impound fees and transport fees.

For more information please contact the RSPCA Community Programs helpline [02 9782 4408](tel:0297824408). The helpline operates Monday to Friday, 9 am - 5 pm. During weekends and public holidays contact the RSPCA Contact Centre on [02 9770 7555](tel:0297707555).

City of Sydney and Sutherland Shire Councils Domestic and Family Violence Pets in Need Program

Individuals living in the City of Sydney local government and Sydney Metropolitan areas can be referred to the program providing temporary accommodation for companion animals while their owners seek safer accommodation. Referrals can be made by services providing domestic and family violence support.

02 9246 7290 - City of Sydney Companion Animals Liaison Officer Tuesday - Thursday 8.30am to 2pm

02 9265 9861 - City of Sydney Companion Animals Liaison Officer Fridays- 8:30am to 2pm

