

# Family Violence Services Help Sheet

If you are in danger right now, call 000

If you are not in immediate danger, but feel unsafe, contact The Orange Door  
[orangedoor.vic.gov.au](http://orangedoor.vic.gov.au)

## Crisis and counselling services

The following crisis and counselling services are available 24 hours a day, seven days a week, including on public holidays.

If you need an **interpreter**, you can call the Translating and Interpreting Service on 131 450 and ask them to call the below numbers with you.

### Safe Steps Family Violence Response

For anyone in Victoria who is experiencing or at risk of family violence.

P: 1800 737 188

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

Email: [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au) if you cannot call safely.

### National Sexual Assault and Family Violence Counselling Service (1800RESPECT)

Support for people impacted by domestic, family or sexual violence.

P: 1800 737 732

W: [1800respect.org.au](http://1800respect.org.au)

### Lifeline- crisis and mental health support

Anyone across Australia who is experiencing a personal crisis, contemplating suicide or caring for someone in crisis can contact Lifeline.

P: 13 11 14

W: [lifeline.org.au](http://lifeline.org.au)

### Beyond Blue Mental Health Support Service

Support for people experiencing depression, suicide, anxiety disorders and other related mental illnesses.

P: 1300 224 636

W: [beyondblue.org.au](http://beyondblue.org.au)

### Suicide Call Back

Suicide Call Back Service is a free Australia wide service providing 24/7 phone and online counselling to people affected by suicide.

P: 1300 659 467

W: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

### Kids Helpline (for those aged 5-25)

Free, private, and confidential counselling for young people aged 5 to 25.

P: 1800 551 800

W: [kidshelpline.com.au](http://kidshelpline.com.au)

### 13Yarn

For Aboriginal and Torres Strait Islander people in crisis.

P: 13 92 76

W: [13yarn.org.au](http://13yarn.org.au)

## After hours services

### Sexual Assault Crisis Line

5pm – 9am the next day, 7 days a week including public holidays

Counselling support, information, advocacy and referral to anyone living in Victoria who has experienced any form of sexual assault at any point in their lives.

P: 1800 806 292

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

### **Q Life- LGBTQIA+ peer support and referral**

3pm – Midnight 7 days a week

Anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

**P:** 1800 184 527

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

### **Other support services**

Help and support may also be found through the following specialist services.

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

9am to 5pm Monday to Friday

Victoria wide family violence service working with migrant and refugee women and their communities.

**P:** 1800 755 988

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

#### **Djirra- Aboriginal family violence service**

9am to 5pm Monday to Friday

Djirra provides legal and non-legal support to Aboriginal people who are experiencing or have experienced family violence.

**P:** 1800 105 303

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

#### **Rainbow Door**

10am to 5pm, 7 days a week

For LGBTIQ+ people and their friends and families.

**P:** 1800 729 367

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

#### **WIRE**

9am – 5pm

Free support, referrals & information on any issue for women, non-binary & gender diverse people in Victoria.

**P:** 1300 134 130

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

### **Victoria Legal Aid**

8am – 6pm Monday to Friday

Free legal advice phone line.

**P:** 1300 792 387

**W:** [legalaid.vic.gov.au/speak-to-us](http://legalaid.vic.gov.au/speak-to-us)

**We welcome feedback.** See our website to share your feedback or complaint:

[womenslegal.org.au](http://womenslegal.org.au)

women's legal  
service victoria

PO Box 13311 Law Courts VIC 8010

**P** 03 8622 0600 **E** [admin@womenslegal.org.au](mailto:admin@womenslegal.org.au)



Women's Legal Service Victoria is located on the traditional lands of the Wurundjeri people of the Kulin nation. We recognise Aboriginal and Torres Strait Islander peoples' continuing connection to land, water and community and pay respect to their Elders past and present. Sovereignty was never ceded.

Women's Legal Service is committed to providing safe and inclusive support.