

# resource sheet

NATIONAL CHILD PROTECTION CLEARINGHOUSE

## Helplines and telephone counselling services for children, young people and parents

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This Resource Sheet provides contact details and links to a number of helplines and telephone counselling services for children, young people, and parents. Services are grouped according to the area in which they operate:

- Australia-wide
- Australian Capital Territory
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia

Further, we provide information about other relevant organisations providing services for specific groups or addressing particular problems or issues.

**If you or someone you know is at imminent risk, call emergency services on 000.**

**If you or someone you know is in crisis, and are you are unsure which service to contact, call Kids Help Line on 1800 55 1800 or Lifeline on 13 11 14.** Both are available from anywhere in Australia 24 hours a day (toll free) and provide generalist crisis counselling, information and referral services.

If you need to **report an incidence of child abuse or neglect** refer to the NCPC Reporting Abuse and Neglect web page for contact details in your state/territory: <[www.aifs.gov.au/nch/resources/state.html](http://www.aifs.gov.au/nch/resources/state.html)>.

## Australia-wide

Helpline/Counselling Service	Description	24 Hour service?	Contact
<b>1800 RESPECT</b>	A national sexual assault, family and domestic violence counselling line for anyone who has experienced—or are at risk of—physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people, and callers from culturally and linguistically diverse backgrounds.	✓	<b>1800 RESPECT (1800 737 732)</b> 24 hours a day, 7 days a week
<b>1800 MYLINE</b>	A national relationships helpline for young Australians to talk to someone about the relationship issues they may be experiencing, or if they are unclear about where to draw the line between what is, or is not, a respectful relationship.	✓	<b>1800 MYLINE (1800 695 463)</b> 24 hours a day, 7 days a week
<b>Kids Helpline</b>	Exists to assist young people across Australia to develop strategies and skills that enable them to more effectively manage their own lives. Kids Help Online is a separate online counselling service for young people aged 5 to 18 years. It is free, anonymous and confidential.	✓	<b>Freecall: 1800 55 1800</b> Web counselling: Mon–Fri: 3–9 pm, Sat: 10 am – 4 pm < <a href="http://www.kidshelp.com.au/">www.kidshelp.com.au/</a> >
<b>Lifeline</b>	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff.	✓	<b>Ph: 13 11 14</b> < <a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a> >
<b>Men’sLine Australia</b>	An Australian Government initiative providing telephone counselling and a referral service for men. It is operated by Care Ring (Personal Emergency Services Inc), and is a resource for men who need advice on a large range of issues (e.g., relationship support, parenting skills) and for those at risk of committing suicide.	✓	<b>Ph: 1300 78 99 78</b> < <a href="http://www.menslineaus.org.au/">www.menslineaus.org.au/</a> >
<b>Child Abuse Prevention Service</b>	Workers offer information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support.	✓	<b>Freecall: 1800 688 009</b> < <a href="http://www.childabuseprevention.com.au/">www.childabuseprevention.com.au/</a> >
<b>Domestic Violence Helpline</b>	Telephone counselling for victims of domestic violence and their concerned friends. Also provides information about services for those affected by domestic violence or who are troubled by their own behaviour.	✓	<b>Freecall: 1800 800 098</b>
<b>PANDA (Post and Antenatal Depression Association)</b>	Provides confidential information, support and referral to anyone affected by depression and anxiety during pregnancy and after childbirth (perinatal depression and anxiety)—including partners, family members and friends.	✗	<b>Ph: 1300 726 306</b> Mon–Fri: 9:00 am – 7:00 pm (AEDST) If the matter is non-urgent or after hours leave a message and the call will be returned as soon as possible. < <a href="http://www.panda.org.au/">www.panda.org.au/</a> >

<b>Family Relationship Advice Line</b>	Assists families affected by relationship or separation issues. The Advice Line provides information on family relationship issues and advice on parenting arrangements after separation. It can also refer callers to local services that can provide assistance.	X	<b>Freecall: 1800 050 321</b> Mon–Fri: 8:00 am – 8:00 pm (local time) Sat: 10:00 am – 4:00 pm (excluding national public holidays). Instructions for deaf or speech-impaired callers can be accessed on the website. < <a href="http://www.familyrelationships.gov.au/Services/FRAL/Pages/default.aspx">www.familyrelationships.gov.au/Services/FRAL/Pages/default.aspx</a> >
<b>Child Wise—National Child Abuse Prevention Help Line</b>	Support service for individuals, organisations, professionals and parents requiring assistance on child protection. A compassionate and professional team of trained counsellors can assist with any enquiry or report relating to child sexual abuse.	X	<b>Freecall: 1800 99 10 99</b> Mon–Fri: 9am – 5pm Email: <a href="mailto:office@childwise.net">office@childwise.net</a> < <a href="http://www.childwise.net/where_to_turn.php">www.childwise.net/where_to_turn.php</a> >
<b>Children and the Media: Let’s Talk—Children and Media Helpline</b>	Provides a movie review service for parents and caregivers. Before taking their children to a movie, parents are urged to phone the helpline to check whether that movie is likely to be suitable.	✓	<b>Freecall: 1800 700 357</b> < <a href="http://www.youngmedia.org.au">www.youngmedia.org.au</a> >

## Australian Capital Territory

Helpline/Counselling Service	Description	24 Hour service?	Contact
<b>ParentLink</b>	Provides parents with a confidential telephone information, advice, guidance and referral service.	X	<b>Ph: 13 34 27</b> Mon–Fri: 8:30 am – 5:00 pm Email: <a href="mailto:parentlink@act.gov.au">parentlink@act.gov.au</a> < <a href="http://www.parentlink.act.gov.au/functions/contact_us">www.parentlink.act.gov.au/functions/contact_us</a> >
<b>Parentline ACT</b>	Confidential telephone service for parents and families in the ACT and surrounding areas. Calls are answered by workers who are professionally trained. Services include: immediate counselling and support over the telephone, ongoing and after hours support from trained volunteer support workers, face to face counselling, information on other services, referral to other agencies and ideas and resources about parenting.	X	<b>Phone: (02) 6287 3833</b> Mon–Fri: 9:00 am – 9:00 pm (excluding public holidays) General enquiries. Email: <a href="mailto:info@parentlineact.org.au">info@parentlineact.org.au</a> < <a href="http://parentlineact.org.au/">http://parentlineact.org.au/</a> >
<b>Domestic Violence Crisis Service (DVCS) —Crisis Line</b>	Provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships. The crisis line gives priority to those subjected to violence.	✓	<b>Ph: (02) 6280 0900</b> < <a href="http://www.dvcs.org.au/contacts.php">www.dvcs.org.au/contacts.php</a> >
<b>Canberra Rape Crisis Service (CRCC)</b>	A non-government, feminist organisation working collaboratively within service provision systems in the ACT and surrounding areas to provide services and programs to eliminate sexual violence against women, young people, children and men.	✓	<b>Ph: (02) 6247 2525</b> < <a href="http://www.rapecrisis.org.au/">www.rapecrisis.org.au/</a> >
<b>Service Assisting Male Survivors of Sexual Assault (SAMSSA)</b>	Provides support, information and referral for men who have experienced sexual assault.	✓	<b>24hr Hotline: (02) 6247 2525</b> Ph: (02) 6262 7377 Mobile: 0411 847 108 < <a href="http://www.samssa.org.au/">www.samssa.org.au/</a> >
<b>ACT Protective Education Network (actPEN)</b>	Aims to promote a pro-active and preventative program for people in the area of abuse. Services include: training programs to schools and community groups (child care, police, scouts, community services); resources for implementing the program; and counselling and referral support in cases of alleged and actual abuse.	X	<b>Ph: (02) 6205 8305</b> Melrose Counselling Centre

## New South Wales

Helpline/counselling service	Description	24-hour service?	Contact
<b>Child Protection Helpline</b>	For people who suspect (on reasonable grounds) that a child is suffering abuse or neglect, or for those who wish to discuss concerns about a child or young person	✓	<b>Ph: 132 111</b> TTY: 1800 212 936 < <a href="http://www.community.nsw.gov.au/preventing_child_abuse_and_neglect/protecting_children.html">www.community.nsw.gov.au/preventing_child_abuse_and_neglect/protecting_children.html</a> >
<b>Domestic Violence Line</b>	Provides telephone counselling, information and referrals for people who are experiencing or have experienced domestic violence. Trained female caseworkers are sensitive to the needs of people who have experienced domestic violence. Domestic Violence Line staff are aware of the special needs of Aboriginal women and women from other cultures, as well as those living in rural and remote areas.	✓	<b>Freecall: 1800 656 463</b> TTY: 1800 671 442 < <a href="http://www.community.nsw.gov.au/DOCS/STANDARD/PC_101007.htm">www.community.nsw.gov.au/DOCS/STANDARD/PC_101007.htm</a> >
<b>Child Abuse Prevention Service (CAPS)</b>	Offers information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support. Also provides 24-hour crisis support for its clients.	✓	<b>Freecall: 1800 688 009</b> Ph: (02) 9716 8000 < <a href="http://www.childabuseprevention.com.au/">www.childabuseprevention.com.au/</a> >
<b>Victims Access Line</b>	Provides support and information to victims of all crimes, including sexual and physical assault and domestic violence.	✓	<b>Freecall: 1800 633 063</b> Ph: (02) 8688 5511
<b>Parent Line</b>	Telephone advice and information service for parents. Trained, professional counsellors with experience in helping families will listen and give support and assistance, provide information on relevant issues and services on a wide range of parenting issues such as behaviour and emotional problems, discipline, adolescent issues, family relationships, sole parent issues, school problems, child care and juvenile justice.	✓	<b>Ph: 1300 1300 52</b> < <a href="http://www.parentline.org.au/">www.parentline.org.au/</a> >
<b>Youthline</b>	The motto of Youthline is "young people listening to young people". Trained counsellors offer support and advice on all issues affecting young people.	✓	<b>Ph: (02) 9633 3666</b>
<b>Rape Crisis Centre</b>	Provides a state-wide telephone and online crisis counselling service to anyone who has been impacted by sexual violence. The centre also provides trauma counselling for women who were sexually assaulted when they were children.	✓	<b>Freecall: 1800 424 017</b> < <a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a> >
<b>Tresillian Parent's Help Line</b>	Qualified child and family health nurses provide advice on any aspect of parenting children aged up to 5 years.	✓	<b>Freecall: 1800 637 357</b> Ph: (02) 9787 0855 < <a href="http://www.tresillian.net/tresillian-services/24-hour-parents-help-line.html">www.tresillian.net/tresillian-services/24-hour-parents-help-line.html</a> >

## Northern Territory

Helpline/counselling service	Description	24-hour service?	Contact
<b>Darwin Sexual Assault Referral Centre (SARC)</b>	Provides a counselling service to both adults and children who may have experienced (recent or past) any form of sexual assault.	✓	<b>Ph: (08) 8922 6472</b> < <a href="http://www.health.nt.gov.au/Children_Youth_and_Families/Sexual_Assault_Referral_Centre/index.aspx">www.health.nt.gov.au/Children_Youth_and_Families/Sexual_Assault_Referral_Centre/index.aspx</a> >
<b>Parentline</b>	Provides confidential telephone counselling to support and nurture positive, caring relationships between parents, children, teenagers and significant other people who are important to the wellbeing of families.	✗	<b>Ph: 1300 30 1300</b> 8:00am – 10:00 pm, 7 days < <a href="http://www.parentline.com.au/getting-help/how-we-can-help.php">www.parentline.com.au/getting-help/how-we-can-help.php</a> >
<b>Darwin Crisis Line (for adults)</b>	General crisis counselling service for adults wanting to know more about domestic violence services.	✓	<b>Freecall: 1800 019 116</b> Ph: (08) 8981 9227
<b>NT Crisis Chat Line (for children)</b>	An emergency service for children and young people to raise concerns about their domestic situation.	✓	<b>Freecall: 1800 332 333</b>
<b>Domestic Violence Crisis/Counselling Service</b>	Counselling, support, information, and advice for victims and perpetrators of domestic violence.	✗	<b>Ph: (08) 8945 6200 (Darwin)</b> <b>Ph: (08) 8952 6048 (Alice Springs)</b>
<b>Ruby Gaea House</b>	Support services for sexually abused women and children, and non-offending family members in the Darwin district.	✗	<b>Ph. (08) 8945 0155</b> Mon–Fri: 8:30 am – 5:00 pm < <a href="http://www2.lifeline.org.au/service_finder/agency_detail.php?id=200112031309209223">www2.lifeline.org.au/service_finder/agency_detail.php?id=200112031309209223</a> >

## South Australia

Helpline/counselling service	Description	24-hour service?	Contact
<b>After hours Crisis Care</b>	An after hours crisis service provided by qualified Families SA social workers.	✗	<b>Ph: 13 16 11</b> Mon–Fri: 4:00 pm – 9:00 am 24 hours on weekends and public holidays. < <a href="http://www.dfc.sa.gov.au/pub/Default.aspx?tabid=257">www.dfc.sa.gov.au/pub/Default.aspx?tabid=257</a> >
<b>Parent Helpline</b>	Provides telephone information, counselling and support to parents.	✓	<b>Ph: 1300 364 100</b> < <a href="http://www.parenting.sa.gov.au/helpline/">www.parenting.sa.gov.au/helpline/</a> >
<b>Domestic Violence Crisis Service</b>	Offers crisis counselling, support and referral to safe accommodation.	✓	<b>Ph: 1300 782 200</b>
<b>Migrant Women's Support and Accommodation Service</b>	Provides support and emergency accommodation for migrant women and children who are victims of domestic violence.	✗	<b>Ph: (08) 8346 9417</b> Mon–Fri: 8:30 am – 5:30 pm < <a href="http://www.migrantwomensservices.com.au/">www.migrantwomensservices.com.au/</a> >
<b>Nunga Mi:Minar Women and Children's Shelter</b>	Provides support and emergency accommodation for Aboriginal women and children who are victims of domestic violence.	✗	<b>Ph: 1300 782 200</b> Mon–Fri: 9:00 am – 5:00 pm

## Western Australia

Helpline/counselling service	Description	24-hour service?	Contact
<b>Crisis Care</b>	Provides a telephone information and counselling service for people in crisis needing urgent help from the Department for Child Protection.	✓	<b>Freecall: 1800 199 008 (country areas)</b> Ph: (08) 9223 1111 < <a href="http://www.dcp.wa.gov.au/crisisandemergency/pages/crisiscare.aspx">www.dcp.wa.gov.au/crisisandemergency/pages/crisiscare.aspx</a> >
<b>Family Helpline</b>	Offers a telephone counselling and information service for families with relationship difficulties.	✓	<b>Freecall: 1800 643 000</b> Ph: (08) 9223 1111 TTY: (08) 9325 1232 Interpreter services are available. < <a href="http://www.dcp.wa.gov.au/crisisandemergency/pages/familyandparentinghelplines.aspx">www.dcp.wa.gov.au/crisisandemergency/pages/familyandparentinghelplines.aspx</a> >
<b>Women's Domestic Violence Helpline</b>	Offers information, referral and telephone counselling to victim/survivors of domestic violence.	✓	<b>Freecall: 1800 007 339</b> Ph: (08) 9223 1188 < <a href="http://www.dcp.wa.gov.au/crisisandemergency/pages/domesticviolencehelplines.aspx">www.dcp.wa.gov.au/crisisandemergency/pages/domesticviolencehelplines.aspx</a> >
<b>Men's Domestic Violence Helpline</b>	Offers information, referral and telephone counselling from people who are specially trained in talking to men about domestic violence.	✓	<b>Freecall: 1800 000 599</b> Ph: (08) 9223 1199 < <a href="http://www.dcp.wa.gov.au/crisisandemergency/pages/domesticviolencehelplines.aspx">www.dcp.wa.gov.au/crisisandemergency/pages/domesticviolencehelplines.aspx</a> >
<b>Sexual Assault Resource Centre (SARC)</b>	An emergency service that offers assistance and support to any person, female or male, aged 13 years and over who has experienced any form of unwanted sexual contact or behaviour in the last 2 weeks. A free counselling service is also available (during business hours) to people who have experienced sexual assault or sexual abuse in the past (more than 2 weeks ago).	✓	<b>Freecall: 1800 199 888</b> Ph: (08) 9340 1828 < <a href="http://www.kemh.health.wa.gov.au/services/sarc/">www.kemh.health.wa.gov.au/services/sarc/</a> >
<b>Women's Council for Domestic and Family violence services</b>	The peak representative organisation for the 35 women's refuges in Western Australia. Provides basic information on what refuges offer, the consequences of domestic violence, telephone support, referral and safe accommodation.	✗	<b>Ph: (08) 9420 7264</b> Mon–Fri: 9:00 am – 5:00 pm < <a href="http://www.womenscouncil.com.au/">www.womenscouncil.com.au/</a> >
<b>Domestic Violence Advocacy and Support Central (DVAS Central)</b>	Domestic violence advocacy support. Located in Perth DVAS Central is a one-stop service with access to support workers, police, legal aid, and counselling for women and children.	✗	<b>Ph: (08) 9226 2370</b> Mon–Fri: 9:00 am – 4:00 pm < <a href="http://www.whs.org.au/programs/dvas">www.whs.org.au/programs/dvas</a> >
<b>The Patricia Giles Centre</b>	Counselling services for both women and children affected by family violence. Parenting information also provided.	✗	<b>Ph: (08) 9300 0340</b> Mon–Fri: 9:00 am – 4:00 pm <b>Children: Ph: (08) 9328 1888</b> Mon–Fri: 9:00 am – 5:00 pm < <a href="http://www.patgilescentre.org.au/">www.patgilescentre.org.au/</a> >

## Queensland

Helpline/counselling service	Description	24-hour service?	Contact
<b>Child Safety After Hours Service Centre</b>	Outside of usual business hours, this centre provides a range of services to current clients of Child Safety Services; is the contact point for those concerned that a child has been harmed or may be at risk of harm; and provides support for foster and kinship carers.	X	<b>Freecall: 1800 177 135 (Qld only)</b> Ph: (07) 3235 9999 <www.childsafety.qld.gov.au/contacts/>
<b>DVConnect Womensline</b>	Offers information, advice and counselling to women affected by domestic and family violence. Also provides referral to women and their children who need crisis accommodation due to domestic and family violence.	✓	<b>Freecall: 1800 811 811</b> <www.communityservices.qld.gov.au/violenceprevention/contacts/>
<b>DVConnect Mensline</b>	Provides information and advice to men affected by domestic and family violence.	✓	<b>Freecall: 1800 600 636</b> <www.communityservices.qld.gov.au/violenceprevention/contacts/otherorg.html>
<b>Parentline</b>	Provides confidential telephone counselling to support and nurture positive, caring relationships between parents, children, teenagers and significant other people who are important to the wellbeing of families.	X	<b>Ph: 1300 30 1300</b> 8:00 am – 10:00 pm, 7 days <www.parentline.com.au/getting-help/how-we-can-help.php>
<b>Immigrant Women's Support Service (IWSS)</b>	Provides support to women from non-English speaking backgrounds who are affected by domestic and family violence and sexual assault.	X	<b>Ph: (07) 3846 3490</b> Mon–Fri: 9:00 am – 5:00 pm <www.iwss.org.au/>
<b>Statewide Sexual Assault Help Line—Living Well</b>	Dedicated to the provision of a supportive, accessible and respectful service to men who have experienced child sexual abuse or sexual assault, to partners, friends, family and service providers.	✓	<b>Freecall: 1800 010 120</b> TTY: 1899 812 225 <www.livingwell.org.au/Counsellingandsupport/Queenslandsexualassaultservices.aspx>
<b>Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service</b>	Provides Aboriginal and Torres Strait Islander women with free legal advice and referral.	X	<b>Freecall: 1800 442 450</b> Ph: (07) 3392 3177 Email: reception@atsiwl.com.au <www.acc.gov.au/content/index.phtml/itemId/289243/fromItemId/344652>

## Tasmania

Helpline/counselling service	Description	24-hour service?	Contact
<b>Parent Line</b>	Is available at any time to assist parents, of children 0–5 years, with stressful parenting issues or concerns.	✓	<b>Ph: 1300 808 178</b> <www.dhhs.tas.gov.au/service_information/services_files/parenting_line>
<b>Child Protection Advice and Referral Services</b>	An after hours free call service for information on child protection.	✓	<b>Freecall: 1800 001 219</b> Ph: 1300 737 639
<b>Sexual Assault Support Services</b>	Provides counselling, education, advocacy and preventative strategies, honouring individual resilience, while striving to achieve a community free of sexualised violence based on justice, equity and respect.	✓	<b>Ph: (03) 6231 1817</b> <www.sass.org.au/>
<b>Tools for Men</b>	Run by Anglicare, this program is for men who are experiencing relationship or parenting difficulties or relationship breakdown. Free for Health Care Card Holders and Pension Concession Card Holders. Other clients are charged a fee that is means-tested.	X	<b>Ph: (03) 6213 3555</b> <www.anglicare-tas.org.au/index.php?option=com_content&task=view&id=43&Itemid=29>
<b>Domestic Violence Crisis Service</b>	Offers practical assistance, information and support to anyone who needs help because their partner or former partner is violent and abusive. Provides assistance to obtain legal protection, alternative accommodation, court support and practical assistance.	X	<b>Freecall: 1800 633 937</b> Ph: (03) 6233 2529 Mon–Fri: 9:00 am – Midnight Weekends: 4:00 pm – Midnight

## Victoria

Helpline/counselling service	Description	24-hour service?	Contact
<b>Maternal and Child Health Line</b>	Available to Victorian families with children from birth to school age. Provides information, support and guidance regarding child health, nutrition, breast feeding, maternal and family health and parenting.	✓	<b>Ph: 13 22 29</b> < <a href="http://www.education.vic.gov.au/ecsmanagement/matchildhealth/mchline.htm">www.education.vic.gov.au/ecsmanagement/matchildhealth/mchline.htm</a> >
<b>Parentline</b>	Provides a telephone advisory and information service for parents and children in Victoria.	✗	<b>Ph: 13 22 89</b> TTY: 13 63 88 Mon–Fri: 8:00 am – Midnight Weekends: 10:00 am – 10:00 pm < <a href="http://www.education.vic.gov.au/earlychildhood/parentline/">www.education.vic.gov.au/earlychildhood/parentline/</a> >
<b>SuicideLine</b>	For people who are feeling suicidal or who are concerned about another person who may be suicidal. Also for people who are grieving or emotionally affected after a suicide.	✓	<b>Ph: 1300 651 251</b>
<b>Women’s Domestic Violence Crisis Service</b>	Provides crisis telephone support, information and referral to safe accommodation (refuge) for women experiencing abuse in their relationships.	✓	<b>Freecall: 1800 015 188</b> Ph: (03) 9322 3555 < <a href="http://www.wdvcs.org.au/?p=CR&amp;id=6&amp;Information_Links=&gt;">www.wdvcs.org.au/?p=CR&amp;id=6&amp;Information_Links=&gt;</a> >
<b>Sexual Assault Crisis Line</b>	An after hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.	✓	<b>Freecall: 1800 806 292</b> < <a href="http://www.sacl.com.au/">www.sacl.com.au/</a> >
<b>No to Violence—Men’s Referral Service</b>	Offers a confidential telephone service provided for men by men. For men who want to stop their violent or abusive behaviour towards their family members. Many women also call the Men’s Referral Service seeking information and help for their male partner, husband, relative or friend.	✗	<b>Freecall: 1800 065 973</b> Ph: (03) 9428 2899 Mon–Fri: 9:00 am – 9:00 pm < <a href="http://www.mrs.org.au">www.mrs.org.au</a> >
<b>The Aboriginal Family Violence Prevention and Legal Service Victoria</b>	Provides assistance to victims of family violence and sexual assault and to work with families and communities affected by violence.	✗	<b>Freecall: 1800 105 303</b> Ph: (03) 9244 3333 Mon–Fri: 9:00 am – 5:00 pm < <a href="http://www.fvpls.org">www.fvpls.org</a> >
<b>Immigrant Women’s Domestic Violence Service</b>	For immigrant women who are victims of domestic violence.	✗	<b>Ph: 1800 755 988</b> (03) 8413 6800 Mon–Fri: 9:00 am – 5:00 pm Interpreter services are available. < <a href="http://www.iwdvs.org.au">www.iwdvs.org.au</a> >

## Further information

Listed below are a number of websites that provide links to smaller community-based organisations or provide the details of all services available for specific problems (e.g., suicide prevention, drug and alcohol abuse) or groups (e.g., single mothers, Aboriginal and Torres Strait Islanders).

Service	Description	Contact
<b>Child Wise</b>	Provides a support services directory for each Australian state and territory, as well as information on child protection legislation and reporting child abuse and neglect.	< <a href="http://www.childwise.net/report_child_abuse/child_sexual_abuse_in_australia/self_help_guide.php">www.childwise.net/report_child_abuse/child_sexual_abuse_in_australia/self_help_guide.php</a> >
<b>National Association for the Prevention of Child Abuse and Neglect (NAPCAN)</b>	Devoted specifically to the prevention of child abuse. Provides a list of agencies across each state and territory that can provide urgent support or to report incidents of child abuse.	< <a href="http://www.napcan.org.au/urgent-help">www.napcan.org.au/urgent-help</a> >
<b>National Council for Single Mothers and their Children (NCSMC)</b>	Offers emergency contact numbers for a range of domestic violence related services across Australia. NCSMC also provides a comprehensive list of emergency numbers for each state and territory.	< <a href="http://www.ncsmc.org.au/wsas/welcome.htm">www.ncsmc.org.au/wsas/welcome.htm</a> > (see Emergency Contacts)
<b>Australian Childhood Foundation National Support Directory</b>	Provides a comprehensive list of contact numbers for a wide range of children's protective services in each state and territory.	< <a href="http://www.stopchildabuse.com.au/pages/do_more_national_directory">www.stopchildabuse.com.au/pages/do_more_national_directory</a> >
<b>Suicide Prevention Australia</b>	Provides a contact list of all services relating to suicide prevention across all Australian states and territories.	< <a href="http://suicidepreventionaust.org/gettinghelp/default.aspx">http://suicidepreventionaust.org/gettinghelp/default.aspx</a> >
<b>ReachOut.com</b>	Aimed at assisting young people. Provides information and service contacts for domestic violence for each Australian state and territory.	< <a href="http://au.reachout.com/find/articles/domestic-violence">http://au.reachout.com/find/articles/domestic-violence</a> >
<b>CHaTFirst—Children and Teens First</b>	Lists numerous support services across all states and territories. The list includes services such as: Aboriginal and Torres Strait Islander services, counselling and mediation, family violence, legal help, migrant services, women's services and parent help lines.	< <a href="http://www.chatfirst.com.au/parents/08_0_support.php">www.chatfirst.com.au/parents/08_0_support.php</a> >
<b>Relationships Australia—General Services</b>	A list of Relationships Australia's relationship support services and the states/territories where they are available.	<b>Ph: 1300 364 277</b> < <a href="http://www.relationships.com.au/what-we-do/services">www.relationships.com.au/what-we-do/services</a> >
<b>Relationships Australia—Crisis support</b>	A list of Relationships Australia's relationship crisis support services and the states/territories where they are available.	< <a href="http://www.relationships.com.au/resources/crisis-telephone-numbers">www.relationships.com.au/resources/crisis-telephone-numbers</a> >
<b>Salvo Care Line</b>	A list of The Salvation Army's relationship support services and the states/territories where they are available.	<b>Ph: 1300 36 36 22</b> < <a href="http://www.salvos.org.au/">www.salvos.org.au/</a> >
<b>The Salvation Army—Domestic Violence</b>	Domestic Violence services across Australia are listed on this Salvation Army website.	< <a href="http://www.salvationarmy.org.au/domestic-violence.html?s=0">www.salvationarmy.org.au/domestic-violence.html?s=0</a> >
<b>Domestic Violence Resource Centre Victoria</b>	Offers a guide to some of the services in Victoria and Australia for people who are affected by family violence.	< <a href="http://www.dvirc.org.au/ServicesHub/ServicesIndex.htm">www.dvirc.org.au/ServicesHub/ServicesIndex.htm</a> >

Service	Description	Contact
<b>Domestic Violence Crisis Service (DVCS) (Australian Capital Territory)</b>	Lists a range of contact numbers for emergency accommodation for victims of family violence and additional support services at the local and national level.	< <a href="http://www.dvcs.org.au/contacts.php">www.dvcs.org.au/contacts.php</a> >
<b>Domestic and Personal Violence Protection Unit counselling services (Northern Territory)</b>	A range of counselling services accessible via the website includes crisis accommodation and support, legal services, Aboriginal services and drug and alcohol counselling	< <a href="http://www.nt.gov.au/pfes/index.cfm?fuseaction=page&amp;p=137">www.nt.gov.au/pfes/index.cfm?fuseaction=page&amp;p=137</a> >
<b>Parenting NSW</b>	Aims to make parenting a little easier by providing parents, carers and professionals with the latest information on a range of parenting issues including discipline, building self esteem, child development and drugs and alcohol.	< <a href="http://www.parenting.nsw.gov.au">www.parenting.nsw.gov.au</a> >
<b>Regional domestic and family violence services (Queensland)</b>	Provides information, referral, advice, counselling and support to women experiencing family violence.	< <a href="http://www.communityservices.qld.gov.au/violenceprevention/contacts/regional.html">www.communityservices.qld.gov.au/violenceprevention/contacts/regional.html</a> >
<b>Domestic Violence Victoria</b>	This is the peak body for women's domestic violence services in Victoria. By selecting the "Key contacts in Victoria" link, contact numbers for a large range of domestic violence and outreach services are provided.	< <a href="http://www.dvic.org.au">www.dvic.org.au</a> >
<b>Catholic Social Services Australia</b>	Catholic Social Services Australia provide social services to over a million Australians a year, delivering services to local communities in metropolitan, regional and remote regions. Select "Services" from the menu bar of the website to choose the state or territory in which a particular service is required.	<b>Ph: (02) 6285 1366</b> < <a href="http://catholicsocialservices.org.au/">http://catholicsocialservices.org.au/</a> >
<b>Child Protection Services List (Victoria)</b>	Offers a list of contact numbers for child protection services.	< <a href="http://www.cyf.vic.gov.au/child-protection-family-services/library/contacts">www.cyf.vic.gov.au/child-protection-family-services/library/contacts</a> >

This list is not exhaustive of services that operate in Australia. If you wish to make a suggestion for the addition of a service, please contact the National Child Protection Clearinghouse ([www.aifs.gov.au/nch/contact.php](http://www.aifs.gov.au/nch/contact.php)).



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