

Appendix 6

Family and Domestic Violence support services

Last updated: Dec 2019. For the most up to date version go to the WNHS FDV Toolbox.

Service	Contact details	Summary
Emergency		
Ambulance, Fire, Police	000 (24/7)	For emergency responses.
Crisis Care	Crisis Care (08) 9223 1111 (24/7) 1800 199 008 (24/7)	Information and short-term counselling for people in crisis needing urgent help to ensure the wellbeing of a child, escape domestic violence, information on available refuge and accommodation options, emergency financial assistance and general counselling.
Women's Domestic Violence Helpline	9223 1111 or 1800 007 339 (free call)	State-wide 24 hour service. This service provides counselling and support, information, advice, and safe accommodation if required.
Men's Domestic Violence Helpline	9223 1199 or 1800 000 599 (free call)	Provides counselling, information and advice for men who are concerned about becoming violent or abusive. Information and support also available for men who have experienced FDV.
24hr helplines		
Women's Domestic Violence Helpline	9223 1111 or 1800 007 339 (free call)	State-wide 24 hour service. This service provides counselling and support, information, advice, and safe accommodation if required.
Men's Domestic Violence Helpline	9223 1199 or 1800 000 599 (free call)	Provides counselling, information and advice for men who are concerned about becoming violent or abusive. Information and support also available for men who have experienced FDV.
Crisis Care	(08) 9223 1111 1800 199 008	Information and short-term counselling for people in crisis needing urgent help to ensure the wellbeing of a child, escape domestic violence, information on available refuge and accommodation options, emergency financial assistance and general counselling.

1800 RESPECT	1800 737 732	National sexual assault, family and domestic violence counselling line.
Sexual Assault Resource Centre (SARC)	(08) 9340 1828 1800 199 888	Sexual assault service in Perth providing medical care, forensic examination and counselling support to people who have been sexually assaulted within the previous 14 days. Also provides advice and support to Clinicians across the state.
Elder Abuse Helpline	1300 724 679 (free call)	Support and advice for older people and/or family members / carers. Monday – Friday 8:30am – 4:30pm. Confidential.
Kids Helpline	1800 551 800	A confidential telephone counselling service for children.
FDV support services		
Victim Support Services	1800 818 988 Various locations throughout the State.	Offers counselling, support in court proceedings, support when making an application for a FVRO etc.
Family Violence Service	1800 600 476 8:30am – 4:30pm, Mon-Fri Located at the Magistrates Court of Western Australia at Armadale, Fremantle, Joondalup, Midland, Perth and Rockingham	Provides information, advocacy and support to people who have experienced violence in their relationships.
DVAS Central	9328 1200	Free service offering support to women who have experienced or at risk of FDV.
Safe at Home	Located throughout the metro area, South West and Wheatbelt.	Provides support for women and children who are referred by Police to stay in their housing, when it's safe to do so.
Women's Health Centres	Located throughout the State. Go to: http://www.wchnwa.org.au/	Provide counselling, advocacy and therapeutic support for women who have experienced or at risk of FDV.

Legal support services		
Domestic Violence Legal Unit, Legal Aid	1300 650 579 8:30am-4:30pm Mon-Fri	Provides legal advice and assistance to women about family violence issues, including help applying for a restraining order. A duty lawyer is present at Perth Magistrates Court and Joondalup Magistrates Court and can provide assistance with Family Violence Restraining Orders (FVRO).
Women's Law Centre	(08) 9272 8800 1800 625 122	Specialist women's legal service.
Aboriginal Legal Service	9265 6666 After hours: 9265 6644 Freecall: 1800 019 900	Provides information, support and referrals for Aboriginal and Torres Strait Islander people affected by FDV including FVRO applications and court support. Locations throughout the state.
Community Legal Centres	Various locations throughout the State. Go to: https://www.communitylaw.net to find a centre	Provide legal information, advice and representation. Most services are free or very low cost.
Support services for perpetrators of abuse		
MensLine Australia	1300 78 99 78	A 24/7 confidential telephone and online support, information and referral service for men, specialising in family and relationship concerns.
Men's Behaviour Change Programs	Various programs throughout the State. For a full list of providers go to: http://sfv.org.au/	Therapeutic behaviour change program for men who have been abusive to their intimate partner.
Breathing Space	9439 5707 Located metro area	A 3-month therapeutic program for men who have been abusive to their intimate partners.
Centrecare	<ul style="list-style-type: none"> ▶ Metro areas ▶ Bunbury ▶ Esperance ▶ Kalgoorlie www.centrecare.com.au	Individual and group programs specifically for men who are engaging in abusive behaviours.

Aboriginal families		
Aboriginal Legal Service	1800 019 900	
Aboriginal Health Council of Western Australia (AHCWA)	(08) 9227 1631 www.ahcwa.org.au	Provides advice on local Primary Health Care Services, including Aboriginal controlled health services.
Aboriginal Interpreting WA (AIWA)	1800 330 331 Aboriginal interpreters are available outside of hours by completing the online booking form Email bookings@aiwaac.org.au	Aboriginal Interpreting Western Australia (AIWA) provide onsite Aboriginal interpreting services at Broome, Derby, Fitzroy Crossing, Halls Creek and Kununurra Hospitals and Mabu Liyan. Interpreters assist in relaying clinical information such as diagnosis, medication, discharge and patient transfer; and assist in family meetings and provision of general information.
Yorgum Aboriginal Corporation	(08) 9218 9477 Perth	Counselling service for Aboriginal children who have experienced family violence.
Djinda Service	(08) 6164 0650	Provides free legal support, counselling, referrals, advocacy and support to Aboriginal and Torres Strait Islander Women and children in the Perth metro area affected by family violence and/or sexual assault.
Culturally and linguistically diverse people		
Multicultural Women's Advocacy Service	9328 1200 (metro wide) 1800 998 399 (outside metro area)	Service for women with or without children who have experienced or at risk from FDV.
Office of Multicultural Interests	6551 8700	
Translating and Interpreting Service (TIS)	13 14 50	
Family Safety Packs	https://www.dss.gov.au/family-safety-pack	Information on Australia's laws regarding FDV, sexual assault and forced marriage. Available in 46 different languages.
1800 RESPECT	www.1800respect.org.au	Information on FDV available in multiple different languages.

Older people (elder abuse)		
Elder Abuse Helpline	1300 724 679 (free call)	Support and advice for older people and/or family members / carers. Monday – Friday 8:30am – 4:30pm. Confidential.
Advocare	(08) 9479 7566 1800 655 566 www.advocare.org.au	Support and advocacy for older people who are being abused, or at risk of being abused.
Older People’s Rights Service	Mirrabooka: (08) 9440 1663 Joondalup: (08) 9301 4413 https://www.nsclegal.org.au/legal-help	Legal advice, information and legal advocacy; short-term counselling and referral for older people with capacity experiencing abuse or those at risk of abuse.
People of diverse sexuality, sex and gender service		
QLife	1800 184 527	Telephone Counselling Information Line.
Freedom Centre	(08) 9228 0354	Provides a safe space, information, support and referral for young gay, lesbian, bisexual, queer, transgender and questioning youth.
Children and young people		
The Line	1800 200 526 (24/7)	A 24hr confidential helpline on relationships advice and telephone counselling.
Kids Helpline	1800 551 800	A 24/7 telephone counselling service for children.
Pat Giles Centre Children’s Counselling Service	(08) 9328 1888	Individual and group programmes for children and young people who have witnessed/experienced violence in the family. Located in Perth.
Anglicare WA Young Hearts	Joondalup: 9400 7200 Mandurah: 9583 1400	Provides individual therapy and group work for children

Children's Domestic Violence Counselling Service	Rockingham: 9528 0702	
Waratah Children's Domestic Violence Service	Phone: 9792 4955 (www.waratah.asn.au) Locations: Bunbury, Busselton and Collie	Provides counselling and support to children from 5 - 15 years old who have experienced and/or witnessed domestic violence
Centrecare Specialist Family Violence Service	Perth: 9325 6644 Bunbury: 9721 5177 Esperance: 9083 2600 Joondalup: 9300 7300 Kalgoorlie: 9080 0333 Midland: 9436 0600 Mirrabooka: 9440 0400	Provides individual counselling and group therapy sessions for children and adolescents who have witnessed or have been exposed to violence.
Parent Adolescent Conflict Counselling Service (PACCS)	Perth: 9325 6644 Bunbury: 9721 5177 Mirrabooka: 9440 0400 Joondalup: 9300 7300	A free service for parents/caregivers and young people aged 12 to 18.
Youth Legal Service	Phone: (08) 9202 1688 (Perth) Regional 1800 199 006	Provides accessible and free legal and financial counselling services for young people across Western Australia.
Family Abuse Integrated Response Program (FAIR), Relationships Australia	Phone: 6164 0270	Offers a 6-week program for children and teens who have experienced abuse in the home.
Communicare Children's Therapeutic Services	Phone: 6350 1870 Locations: Cannington and Armadale	Counselling and support service for young people and their families aged 6–17 years.
Mission Australia Open Doors Service	Phone: 9225 0400	Provides case management to young people aged 12-18 who are at risk of homelessness due to adolescent / parent conflict. Mon to Fri, 9am-5pm.

- ▶ For a full list of FDV support services across WA, go to the: [WA FDV Referral Guide](#).
- ▶ For a full list of FDV support services outside the metro area by health region, go to the [WACHS FDV Toolbox](#).
- ▶ For further information including resources, support services and useful Apps go to the [WNHS FDV Toolbox](#).