

How to be a supportive friend to someone who is experiencing family violence



If you are concerned that someone you care about is experiencing domestic or family violence, it is important to respond in a supportive way. Having the support of a trusted friend or family member is what is needed during this stressful time.

The most important thing you can do is listen to them and believe what they are telling you. It is important to never judge the person. Reassure them that the abuse is not their fault and they are not to blame for what is happening to them. Let them know how brave they are for telling you.

If you need assistance and advice on how to support the person, you can call Safe Steps anytime on 1800 015 188 to talk to a specialist family violence worker.

Your role is to:

- Ask them if they are okay.
- Listen and believe them without judgement.
- Help them understand it is not their fault.
- Let them know there are supports and services to help.
- Look after yourself.

If you are concerned that they or their children are in immediate danger encourage them to **call Victoria Police 000 or offer to call the police for them.**



Helpline Services:

- 1800RESPECT 1800 737 732 (Nationwide 24- hour family violence and sexual assault support)
- Kids Helpline 1800 55 1800
- Lifeline 131 114
- Men's Referral Service 1300 766 491

Family Violence support services:

Orange Door

The Orange Door is a free service for people experiencing or using family violence, who need assistance with the care and wellbeing of children and young people, to access the support they need.

Phone: 1800 319 355, 8am – 5pm Monday – Friday

Berry Street

Berry Street is an independent Community Service Organisation and Australian charity. Berry Street helps children, young people and families impacted by abuse, violence, and neglect.

Phone: (03) 9450 4700 | Fax: (03) 9450 4701, 9am – 5pm Monday – Friday

Safe Steps

State-wide first response service for women, young people and children experiencing family violence. The safe steps 24/7 response phone line connects callers with specialist support workers who can help them explore their options, develop a safety plan, access to support services and provide emergency accommodation. After hours service for family violence support.

Phone: (03) 9928 9600 or 1800 015 188, 24/7, 7 days a week

Intouch Multicultural Centre Against Family Violence

A state-wide specialist family violence service that works with women from migrant and refugee backgrounds, their families, and their communities in Victoria. Provide case management to women, training, conduct research, and run community-based projects to address the issue of family violence in the community.

Phone: 1800 755 988, 9am – 5pm Monday – Friday
Interpreter service: <https://intouch.org.au/tip-sheets/>

Northern Community Legal Centre

Northern Community Legal Centre provides free and confidential legal services to people in Hume, the Mitchell Shire and Merri-bek. These services include legal advice and casework, referrals and education to people experiencing family violence.

Phone: (03) 9310 4376, 9am – 5pm Monday – Friday

Sexual Assault Crisis Line

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

Phone: 1800 806 292, 9am Monday – Friday; 24-hrs Weekends & Public Holidays

Men's Referral Service

Takes calls from men dealing with family violence matters.
Phone: 1300 766 491 or (03) 9428 2899, 8am – 9pm Monday – Friday; 9am – 6pm Saturday & Sunday

W/Respect on 1800 LGBTIQ+

Tele counselling and support for LGBTIQ+ experiencing family violence.

Phone: 1800 542 847

Djirra Specialist Family Violence Organisation for Aboriginal & Torres Strait Islanders

Support for Aboriginal and Torres Strait Islanders who are experiencing family violence.

Telephone support 1800 105 303

DPV Health Counselling, Psychology and Social Work

This service is available at DPV Health – Epping, Mill Park, Broadmeadows, Whittlesea.

Phone: 1300 234 263