



Australian Government
Department of the
Prime Minister and Cabinet

Domestic and Family Violence Policy

Domestic and Family Violence Policy

Message from the Secretary

The prevention of domestic and family violence, and the support of those affected by this violence, is a key priority for the Department of the Prime Minister and Cabinet. We recognise the impacts of domestic and family violence on individuals and the workplace and commit to taking action by providing a compassionate and supportive environment for victims of domestic violence.

We recognise that the underlying cause of domestic, family and sexual violence is gender inequality. While men experience domestic, family violence and sexual assault, evidence shows the majority of victims are women. Both men and women are three times more likely to be assaulted by a man than a woman. I share the Prime Minister's view that: "Disrespecting women does not always result in violence against women. But all violence against women begins with disrespecting women"¹.

We know that most people do not explicitly condone domestic and family violence. We do, however excuse, justify and minimise the behaviours of perpetrators, sometimes consciously turning a blind eye to readily apparent abuse. Moreover, our responses to domestic violence often have the effect of blaming the victim. To make real and lasting change, we must reflect upon and challenge violence accepting attitudes and behaviours.

All victims need compassionate and highly responsive support. It takes courage for those affected by domestic violence to speak up. How colleagues respond the first time a person speaks of being a victim will impact on their willingness to seek help. Many of us are uncomfortable or confused about how to react; some of us might believe it is a private matter with no impact on the workforce. In fact, domestic violence is a workplace issue. Given one in six women experience domestic and family violence, PM&C could have someone in every Division who is a victim, as well as perpetrators within our ranks.

Over the coming months, the Department will build on work already underway to recognise and change the issues that lead to, and stem from, domestic and family violence, both inside and outside of the workplace. The Department recognises that domestic and family violence does not occur in a vacuum and our approach to this issue will reflect this recognition by being holistic and flexible. We will 'walk the talk' by working to create greater awareness of the causes of domestic and family violence. We will ensure that there is effective training and support available to assist all employees affected by domestic and family violence, including training and assisting our employees to better support individuals affected so that the burden is not on victims alone. We will look at ways to improve our responses to perpetrators in the workplace.

We need to work together to build a department that effectively meets these challenges and is an exemplar for others, both within and beyond the public sector. You have my commitment to do so, and I will work with you to achieve this.



Martin Parkinson.

Secretary of Department of the Prime Minister and Cabinet.

¹ The Hon Prime Minister Malcolm Turnbull, <http://www.smh.com.au/federal-politics/political-news/malcolm-turnbulls-scathing-attack-on-men-who-commit-domestic-violence-20150923-gjtpat.html>, Accessed: 01 April 2016

Intended Outcomes

The purpose of the Domestic and Family Violence Policy (the Policy) is to make all employees safe within our workplace and to encourage employees at risk of or are experiencing domestic and family violence to seek support from the Department and be comfortable in doing so, by creating a safe and supportive workplace culture.

The Policy details support mechanisms available for all employees affected by domestic or family violence and sets out steps for managers and colleagues on how they can support staff in these situations. This includes having clear protocols and information for managers and colleagues to refer to when seeking assistance for, or responding to, people affected by domestic and family violence (both individuals affected and perpetrators).

The Policy highlights the role all staff have in advocating for this through both raising awareness and in driving the necessary change. This includes attitudinal changes and encourages respectful relationships, free from sexism and harassment, between co-workers and outside of the work environment.

What is Domestic and Family Violence?

Domestic and family violence refers to acts of violence, intimidation and coercion that occur between people of different or same sex who have, or have had, an intimate relationship; violence between family members; between partners, housemates or violence towards or from children. These acts include physical, sexual, emotional, financial and psychological abuse. No matter the circumstances, or whether the individual experiencing it recognises it, domestic and family violence is a crime.

The term 'family violence' is the preferred term in many Indigenous communities.

Domestic and family violence includes:

- emotional abuse—blaming the victim for all problems in the relationship, undermining the victim's self-esteem and self-worth through comparisons with others, withdrawing interest and engagement and emotional blackmail
- verbal abuse—swearing and humiliation in private and public, focusing on intelligence, sexuality, body image or the victim's capacity as a parent or spouse
- social abuse—systematic isolation from family and friends, instigating and controlling relocations to a place where the victim has no social circle or employment opportunities and preventing the victim from going out to meet people
- economic and financial abuse—controlling all money, forbidding access to bank accounts, providing an inadequate 'allowance', preventing the victim seeking or holding employment and taking wages earned by the victim
- psychological abuse—making threats regarding custody of children, asserting the justice system will not believe or support the victim, destroying property, abusing pets and driving dangerously
- spiritual abuse—denial and/or misuse of religious beliefs or practices to force victims into subordinate roles and misusing religious or spiritual traditions to justify physical violence or other abuse
- physical abuse—direct assaults on the body, use of weapons (including objects), assault of children, locking the victim out of the house, sleep and food deprivation

- sexual abuse — including any form of non-consensual activity²
- technology facilitated abuse
- harassment, stalking, intimidation, coercion, kidnapping or deprivation of liberty
- causing injury or death to an animal irrespective of whether the victim owns the animal.

It is important to acknowledge that often the fear generated by the perpetrator that has been instilled into the individual may continue to impact this individual for extended periods of time. Similarly, the abuse and harassment may continue for a substantial amount of time, even years.

Why do we need a Domestic and Family Violence Policy?

Domestic and Family Violence affects the working lives of those that have been, are at risk of or are currently affected. Domestic and Family Violence is not just a private issue, it is also a workplace issue. Individuals affected often experience the impacts broadly across all elements of their lives which often result in costs and negative impacts that flow to the workplace.

The Department commits to taking several courses of action to provide individuals affected with options for protection. This will empower individuals to take charge and control of the decisions that they make.

Support for individuals at risk of or experiencing domestic and family violence

The Department is committed to creating an environment where our employees feel safe and are confident in seeking support.

Often survivors of Domestic and Family Violence may continue to face risk, particularly where there are children involved. The Department understands these pressures and the long term impact it may have on individuals.

Domestic and family violence is a complex issue with many complex elements that should be taken into account when dealing with individuals affected. There are links between mental health and domestic and family violence. Individuals affected by, at risk of experiencing domestic and family violence may also be at risk of, or be affected by, mental health issues. Individuals perpetrating the violence may also be experiencing, are at risk of or are affected by, mental health issues.

A range of internal and external support services are available to all employees and, where relevant, their families. These include:

- Designated contact officers within People Branch through an established Domestic and Family Violence hotline. Should the individual wish, the contact officers can be the first point of contact and will ensure the individual's needs are met. This could include liaising with the individual's manager, seeking SES approval for leave, working with security and liaising with external organisations if necessary. All contact officers will be trained so that they are equipped to assist in such situations. The contact officers are also able to provide support and put in place arrangements in lieu of the individual's manager or colleagues in instances where the individual may not be comfortable in approaching a manager or colleague

² L. Mitchell, *Domestic violence in Australian – an overview of the issues*, http://www.apf.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/BN/2011-2012/DVAustralia#_Toc309798373, Accessed: 30 March 2016

- Appropriate advice and services for implementing safety plans (for example: Security for an escort to and from car park, setting up new telephone numbers, screening/blocking calls and emails)
- Long term or ongoing and emergency support options including:
 - » Leave arrangements
 - » Loan mobile phones
 - » Advance payment of salary
 - » Flexible working arrangements
 - » Family rooms should employees need to attend work with children
 - » Short-term or long-term relocation to another PM&C office.

Managers or colleagues and contact officers will sensitively assist employees to select work options that support their individual circumstances. The Department recognises that domestic and family violence can have a varied impact on an individual and that it is important to understand individual circumstances and choices in order to offer the most appropriate course of action.

The Department is committed to ensuring employee confidentiality and privacy. All employee records concerning domestic and family violence will be kept confidential and only disclosed in exceptional circumstances such as where disclosure may prevent risks to dependants, is required by law or to maintain the safety of the employee and/or other staff.

Immediate danger

If you are feeling unsafe right now, contact the Security team on (02) 6271 6000 (option 3) or call 000.

Seeking support from managers or colleagues

In the first instance, employees may feel more comfortable approaching their immediate manager or other colleagues. The Department will offer training and support, open to all employees, so that they are equipped to assist if a situation of this nature should arise.

Seeking support from People Branch

Either individually, or with the support of their manager or colleagues, employees can contact the People Branch Domestic and Family Violence hotline on 02 6271 5400 to speak directly with a trained contact officer who can offer advice, support and assistance as required.

Employees may also speak with Rowena Bain, Assistant Secretary, People Branch on (02) 6271 5963 or 0408 411 098.

Seeking support from Security

If an employee is concerned about their safety in the workplace they should, individually or with the support of their managers or colleagues, contact the Security Team by contacting (02) 6271 6000 (option 3) or Help-Security@pmc.gov.au.

Seeking support from an external provider

There are several options for employees seeking support through external services. A list of the services, including 24 hour support services, and their contact details can be found at [Appendix 1](#) of this document.

Ongoing and emergency support options

The Department offers a range of support options on both an ongoing and emergency basis that will be made available to all employees affected by domestic and family violence. These include, but are not limited to:

Leave arrangements

All employees affected by domestic and family violence may access miscellaneous leave. Miscellaneous leave may be available to support employees with the following (but not limited to):

- moving into emergency accommodation and/or seeking more permanent and/or safe accommodation
- attending court hearings or police appointments
- accessing legal advice
- organising alternative care and educational arrangements for children
- medical appointments
- counselling appointments, and
- recovery periods.

Miscellaneous leave requests relating to domestic and family violence can be approved by any SES Band 1 or Regional Manager. This leave will be recorded in our HR System as Miscellaneous Leave, in the same way that Miscellaneous Leave taken for other reasons is recorded.

Staff above the SES Band 1 level, should contact Rowena Bain, Assistant Secretary, People Branch on 02 6271 5963 or 0408 411 098 if advice, support or assistance is required.

Loan mobile phones

Mobile phones can be used to abuse and they can also, if kept private, be an important way for employees to feel safe and secure. Any employee affected in this way can seek to use a phone provided by the department. A loan mobile phone is available to assist with personal safety if an employee has reason to believe their personal mobile phone or device may have been compromised. Employees or managers can contact the People Branch Domestic and Family Violence hotline on 02 6271 5400 to organise a phone.

Flexible Work Arrangements

Employees may access flexible working arrangements such as:

- hours of work (i.e. changes to start and finish times, part-time hours)
- patterns of work (i.e. split shifts or job sharing)
- locations of work (i.e. working from home)
- short-term or long-term relocation to another PM&C office location (support may also be provided to relocate family members)
- work contact details (i.e. phone and email address).

Emergency Financial Assistance

The Department can offer emergency financial assistance to employees through a salary advancement of up to \$5,000. This could assist with things such as relocation costs. The advance amount may be paid off flexibly over a period of up to 52 weeks from the date of payment.

Family Rooms

Family rooms are available for instances where an employee is temporarily required to attend the workplace with their child/children. The Department understands that this may occur and will make provision for it. Details of available family rooms can be found on the [intranet](#).

For offices where there are no family rooms available, alternative arrangements will be made including utilising conference or meeting rooms or unused offices.

Safety Planning

Feeling safe at work is one way an employee affected by domestic and family violence can better manage their circumstances. The Department will work with managers or colleagues to ensure a safe working environment can be maintained for the employee and to prepare a Workplace Safety Plan with temporary or permanent arrangements where relevant. All matters relating to domestic and family violence will be handled discretely ensuring the confidentiality of the individual/s involved as far as can be reasonably provided.

All staff, including those staff in the PM&C Regional Network, have access to this support service. Staff interested in a safety plan can individually, or with support from their manager or a colleague, contact the People Branch Domestic and Family Violence hotline on 02 6271 5400. The appointed point of contact through the hotline will then in liaison with the Security Team work with the affected individual to coordinate the most appropriate course of action within their region.

The Workplace Safety Plan could include:

- programming mobile phones with emergency and contact numbers
- having a buddy system in place for walking to and from transport
- advising security of who and what to look out for
- screening incoming calls to the employee (i.e. divert to switchboard or another appropriate contact)
- blocking emails
- changing working hours, pattern or work and nature of work
- changing work phone number
- changing work role/locations (on a temporary basis) to improve safety
- ensuring that legal protection orders extend to coverage at the worksite (where appropriate).

Assistance for Managers and Colleagues

The Department will work with managers and colleagues to equip them with the skills and knowledge to treat any situations related to domestic and family violence as a matter of priority, with appropriate sensitivity and confidentiality, and in a culturally appropriate manner.

It is important to understand that individuals that have been, are currently experiencing, or are at risk of being affected by domestic and family violence may need to address immediate or short term issues as well as ongoing or long-term issues. The long-term issues may include things such as matters with the Family Courts which can be intensive and bring on further hardship financially, emotionally and psychologically. Managers and/or colleagues need to allow flexibility and ongoing support under such circumstances. Flexibility in these circumstances may also include recognising that some individuals may not want any action taken on their behalf and such decisions should be respected.

Identifying an employee potentially affected by or experiencing domestic and family violence

There are a number of indicators that may be a potential sign that an employee or colleague is affected by domestic and family violence. These include:

- An employee or colleague may not be delivering their usual quality of work, or have difficulty managing deadlines
- They may be getting lots of telephone calls, texts, emails or visits from their partner or spouse that seem to be unwelcome
- They may be repeatedly taking time off or being late
- They may be wearing clothes that are inappropriate for the season, such as long sleeves that might be hiding bruises, or wearing same clothing given their temporary arrangements
- They may have a sudden change in behaviour, such as becoming anxious or upset for no apparent reason or display protective behaviours of children.

How can a manager or colleague show support?

If you believe an employee or colleague may be affected by domestic and family violence you can take a number of actions to support them, such as:

- asking the employee if and what type of support they might need from you
- listening and taking conversations seriously and non-judgementally
- being culturally sensitive and appropriate
- focusing on the employees safety and that of their family
- suggesting the employee call a Domestic and Family Violence support line and offer to be with them when they make the call
- respecting the employees decisions
- offering your support and understanding
- calling 000 if there is an immediate risk of harm
- seeking out information or support services, internally and externally (where appropriate), that will assist the employee in coping and managing the situation
- allowing time for appointments (i.e. counselling, housing, children's education, doctors) at short notice and without interrogation
- providing flexibility in relation to performance management:
 - » continue to have regular conversations about the job requirement, performance expectations and development opportunity of that feedback cycle in a sensitive manner
 - » with assistance from People Branch, offer to develop workload strategies for work to be managed and assessed taking into consideration the circumstances.

Discretion is a priority with any supportive action taken.

People Branch is available to support both managers and colleagues and affected individuals. The relevant state EAP provider is available for after hour services support. Details on the EAP can be found on the [intranet](#).

Suggested referral services for victims - both women and men

If you or someone you know is at risk of or is experiencing violence, we encourage you to contact 1800RESPECT, the National Sexual Assault, Family and Domestic Violence Counselling Service.

1800RESPECT (1800 737 732/www.1800RESPECT.org.au), is a confidential and interactive online and telephone counselling service, available 24 hours a day, 7 days a week. The service provides support to people who are experiencing or are at risk of sexual assault, family and/or domestic violence, as well as those who have experienced this in the past. It also provides support to the family and friends of people subjected to domestic violence.

MensLine provides telephone and online support and information service for Australian men, and can be accessed on 1300 78 99 78 or www.mensline.org.au. MensLine offers support to men with family and relationship concerns, including those who experienced domestic violence, and also assists perpetrators not to reoffend.

Individuals can contact the services on their own or seek support and assistance in making this contact from their manager, colleague or through the People Branch Domestic and Family Violence hotline on 02 6271 5400.

Support services available to managers and/or colleagues dealing with employees affected by domestic and family violence

The health and wellbeing of managers and colleagues is also important in instances where they may be supporting an employee affected by domestic and family violence.

A range of internal and external support services are available to managers when supporting staff in these situations.

Internal support services

Employees may contact the People Branch Domestic and Family Violence hotline on 02 6271 5400 to speak directly with a trained contact officer who can offer advice, support and assistance as required.

External support services

A list of external support services, including 24 hour support services, and their contact details can be found at [Appendix 1](#).

Perpetrators of Domestic and Family Violence

The Department must be equally aware that in addition to there being employees who are victims of, or affected by, domestic and family violence, there is likely to also be perpetrators and that this must also be handled appropriately and sensitively.

When dealing with a perpetrator, safety is paramount for everyone involved. Managers or colleagues should consult with People Branch and the Security Team for advice on how to address an employee that may be a perpetrator of harassment or domestic and family violence in the workplace. It is important that in any dealings with the perpetrator, that the message is conveyed that any act of violence or harassment is unacceptable and that the Department will not tolerate nor endorse this type of behaviour. Managers or colleagues should encourage perpetrators to seek immediate help from a range of external providers including the EAP and Mensline.

There may also be instances where alleged perpetrators are using work resources and time to be abusive towards others. It is never acceptable to use our workplace to be abusive to those within or outside the workplace. Such behaviours may include:

- emailing, phoning or texting while at work
- using work IT systems to access private information about someone
- acting abusively towards other staff or clients
- taking time off to pursue litigation that is designed to harass or undermine someone
- manipulating pay or roster systems to avoid child support or other obligations (this can be a form of financial abuse)³.

If you think that this is the case, please contact the Security Team or People Branch.

Advocacy and Prevention

The Department is committed to the prevention of domestic and family violence. Domestic and family violence has a serious impact on the health and economic wellbeing of the victims and their families. Domestic and family violence can also have significant impacts in the workplace. The Department will take steps to target factors that give rise to the conditions for Domestic and Family Violence.

The Department strives to provide, and continues to refine, an environment that empowers individuals to make their own choices and allow them to make the changes and decisions best suited to them in a time of crisis or personal upheaval. Support will always be made available to individuals regardless of the current status of their situation and no judgement will be given, actions implied or taken without the individual's consent unless there is an unacceptable risk to the safety of personnel or property.

Our commitment to raising awareness, providing support and working towards prevention

The Department will:

- Create a workplace that encourages and supports those affected by domestic and family violence to come forward
- Work towards reducing the impact of domestic and family violence by providing employees with support networks and leave entitlements when dealing with such matters
- Not tolerate any forms of harassment in the workplace
- Support a culture where employees feel confident to take bystander action by promoting a workplace free of discrimination, harassment, violence and actively encourage staff to bring any issues of this nature to the authorities
- Promote flexible work practices at all levels in the Department to support employees with family or other caring responsibilities and create an equal opportunity environment
- Educate employees on the impacts of domestic and family violence with displays of public education material as well as raising awareness via all staff events including guest speakers and information sessions

³ 1800RESPECT, *How can I support a co-worker of employee* – What if a co-worked or employee is affected by domestic and family violence or sexual assault, <https://www.1800respect.org.au/workers/common-questions/supporting-colleagues-and-employees/>, Accessed: 01 April 2016

- Educate employees through training and internal online communication about access to support and related services, including policy and entitlements and further education and training
- Educate staff on the impact of language in their everyday communications and the impact it may have in creating a gender biased environment with adverse consequences
- Create a non-judgemental culture and environment within the Departmental by educating employees through training, on attitudes towards people who are affected by or are at risk of or experience domestic and family violence, and the impacts these issues create. The cultural shift will educate employees and provide a better understanding of:
 - » the reasons behind the entitlements offered to those affected by, at risk or experiencing domestic and family violence
 - » the varying situation individuals may be going through and understanding why some people may not be ready or want to leave the person inflicting the violence
- Provide information on support services and options for managers, colleagues and individuals that may be affected by or are at risk of being affected on how to respond effectively and assist with minimising the impacts of the violence as much as possible.

Available training on matters of Domestic and Family Violence

It is increasingly important that all employees have an awareness of the nature, features and dynamics of domestic and family violence.

Training on matters of domestic and family violence will be made available to employees on a regular basis through the Department's eLearning system, LearnHub as well as face to face sessions.

Induction modules will be revised to include a session to raise awareness and provide relevant contacts should an employee be affected by domestic and family violence.

Working Towards Prevention

The Department will work collaboratively with employees and training providers and services to address the practices, attitudes, norms and behaviours that underpin and create domestic and family violence.

It is important to acknowledge that statistics show that women are largely affected by domestic and family violence. As the Prime Minister, the Honourable Malcolm Turnbull stated, 'not all disrespectful behaviour towards women ends in violence, but all violence against women begins in disrespect'⁴.

Employees need to be aware of the impact of our everyday behaviours, comments and casual sexism has.

⁴ The Hon Prime Minister Malcolm Turnbull, <http://www.smh.com.au/federal-politics/political-news/malcolm-turnbulls-scathing-attack-on-men-who-commit-domestic-violence-20150923-gjtpat.html>, Accessed: 01 April 2016

While the broad social context of gender inequality provides the underlying conditions and drivers of violence against women, a number of reinforcing factors can contribute to or exacerbate this violence. With its commitment towards prevention of domestic and family violence, the Department will work to address these factors by:

- Promoting women's independence and decision-making in public life and relationships
- Challenging gender stereotypes and roles
- Strengthening positive, equal and respectful relationships between and among women and men, girls and boys⁵.

The Department will use events such as White Ribbon Day and International Women's Day to celebrate the achievements and successes of women historically, and within the Department or across the nation. These events will also serve as a forum for reaffirming the Department's commitment to prevention and awareness of domestic and family violence.

5 Our Watch – At work – What drives violence against women?, <http://www.ourwatch.org.au/Preventing-Violence/Professionals/At-work>, Accessed: 04 April 2016

Appendix 1

External support providers

Individuals may wish to seek external support on their own or seek support and assistance in making this contact from their manager, colleague or through the People Branch Domestic and Family Violence hotline on 02 6271 5400.

- **The Employee Assistance Program** can provide employees with one on one counselling and a response to critical incidents. Details on the EAP can be found at <https://intranet.ssp.pmc.gov.au/PE/HSW/Pages/eap.aspx>. EAP services are available 24/7 should employees require them
- **1800RESPECT, the National Sexual Assault, Family and Domestic Violence Counselling Service** for support and/or referral and online counselling – 1800 737 732, <https://www.1800respect.org.au/telephone-and-online-counselling/>
- **Crisis Care Unit** – Counselling and practical help for individuals and families in any type of crisis, 24 Hour crisis line, 13 16 11
- **ACT Canberra Rape Crisis Centre** – <http://www.crcc.org.au/>, 02 6247 2525
- **ACT Women’s Legal Service** – the Centre offers free, confidential telephone advice for women – www.womenslegalact.org, 02 6257 4499(from Canberra), 1800 634 669 (outside Canberra), 9.30am – 12pm, Mon-Fri
- **ACT Domestic Violence Crisis Service** – www.dvcs.org.au, 24 Hour crisis line 02 6280 0900
- **NSW LawAccess** – Government telephone service providing legal information, advice and referral for people who have a legal problem involving domestic violence – www.lawaccess.nsw.gov.au, 1300 888 529, 9am – 5pm, Mon-Fri
- **NSW Rape Crisis** – <http://www.nswrapecrisis.com.au/>, 24 Hour crisis line 1800 424 017
- **NSW Domestic Violence Helpline** – www.dvnsw.org.au, 24 Hour Hotline 1800 656 463
- **VIC Domestic Violence Response Line** – www.dvvic.org.au, 24 Hour Response Line 1800 015 188
- **VIC Jobwatch** – information, advice and referral on work-related issues – www.jobwatch.org.au, 03 9662 1933 (metro), 1800 331 617 (rural/remote), 9am – 5pm, Mon-Fri, closed between 12pm – 2pm on Tue
- **VIC Safe Steps** – www.safesteps.org.au, 24 Hour Hotline 1800 015 188
- **VIC Wire** – information for support, referrals on any issue, such as family relationships and legal issues – www.wire.org.au, 1300 134 130, 9am – 5pm, Mon-Fri
- **QLD Domestic Violence Crisis Support Service** – www.dvconnect.org, 24 Hour Hotline 1800 811 811
- **QLD Domestic Violence Sexual Assault Line** – offers support and counselling to anyone (women, men and young people) – 24 Hour hotline, 7 days, 1800 010 120

- **QLD Domestic Violence Connect Womensline** – Information, referral and counseling for women including referral to crisis accommodation – www.dvconnect.org, 1800 811 811
- **QLD Working Women’s Service** – Information, advice and referral for women on work-related issues- www.qwws.org.au, 1800 621 458, 9am-1pm, Mon – Wed & Fri
- **WA Victim Support Service** – 1800 818 988
- **WA Women’s Domestic Violence Helpline** – 24 Hour Hotline 1800 007 339
- **SA Domestic Violence Gateway Helpline** – 24 Hour Helpline 1800 800 098
- **SA Working Women’s Centre** – Information, advice and referral for women on work-related issues – www.wwcsa.org.au, 1800 652 697, 9am – 5pm, Mon & Wed-Fri
- **TAS Family Violence Counselling and Support Service** – information and referral for people affected- 1800 608 122, 9am – midnight, Mon-Fri & 4pm – midnight, weekends/public holidays
- **TAS Women’s Legal Service** – legal information, advice and referral for women, www.womenslegaltas.org.au – 1800 682 468, 10am – 12.30pm & 1.30pm – 3.30pm, Mon- Tue & Thu – Fri, & 2pm – 4pm, Wed
- **NT Dawn House, Domestic Family Violence Counsellor** – (08) 8945 1388
- **NT Working Women’s Centre** – Information, advice and referral for women on work-related issues – www.ntwwc.com.au, 1800 817 055, 8.30am – 4.30pm, Mon-Fri
- **Child Protection 24 Hour Helpline** – 132 111
- **Relationships Australia** – offer counselling, family dispute resolution (mediation) and education programs for individuals, families and communities 1300 364 277
- **Lifeline** for information on domestic abuse and family violence – 131 114 or www.lifeline.org.au
- **Suicide Call Back Service** – 1300 659 467

Services for Men

- **Mensline Australia** for professional telephone and online support and information services for men – 1300 789 978 or www.mensline.org.au
- **QLD Domestic Violence Connect Mensline** – Information, advice and counselling for men affected by domestic violence – 1800 600 636, 9am – midnight, 7 days
- **WA Men’s Domestic Violence Helpline** – 24 Hour Hotline 1800 000 599

Services for Aboriginal and Torres Strait Islander employees

- [Australian Indigenous HealthInfoNet](#) is an Indigenous family violence web resource

Services for children

- **Kids Help Line** counsellors are available to talk to children confidentially about any issue that is affecting or worrying them. The fastest way to speak to a counsellor is to call the Kids Help Line phone number on 1800 55 1800. Email or web counselling is also available from the Kids Help Line website at www.kidshelp.com.au

