

RESOURCE

1

IN CASE OF
EMERGENCY
CALL 000

Responding to domestic or family violence in your state

In case of emergency or if someone is at imminent risk of harm, call 000 and ask for Police.

If a jobactive job seeker discloses that they are experiencing family or domestic violence, you should refer them to the Department of Human Services (Centrelink) for further assistance. In addition, staff **should** refer clients to other national state or territory based supports. Each state and territory has a 24-hour hotline (unless otherwise noted) that you can call for immediate support, as well as for assistance to locate face to face services in your local area. The details for National, State and Territory Hotlines are below.

Staff of employment services providers delivering programs other than jobactive should check the relevant guidelines, contractual obligations and legislation, speak to their manager or contact the Department of Employment for more information.

RESPONDING TO DOMESTIC OR FAMILY VIOLENCE

NATIONAL HOTLINES

1800Respect

1800 737 732

National domestic violence and sexual assault counselling line. Also available to workers.

MensLine

1300 78 99 78

MensLine Australia is a professional telephone and online support and information service for Australian men, including those who are experiencing or using violence.

ACCESSIBILITY

Translating and Interpreting Service

13 14 50

TIS can provide telephone-based interpreting for speakers of other languages to access the above services.

TTY and Relay

Emergency: 106

Non-emergency: 133 677

Provides service access for people who are deaf and hearing impaired

STATE AND TERRITORY HOTLINES

ACT Domestic Violence Crisis Service 02 6280 0900	NT Northern Territory Police Family Violence Unit 08 8999 0865	SA Domestic Violence Gateway Helpline 1800 800 098	TAS Family Violence Counselling and Support Service 1800 608 122 (only operates 9am to midnight)
NSW Domestic Violence Line 1800 656 463 Rape and Domestic Violence Services Australia 1800 424 017	QLD DV Connect WomensLine 1800 811 811 DV Connect Mensline 1800 600 636 (only operates 9am to midnight)	VIC Safe Steps 1800 015 188 InTouch Multicultural Centre Against Family Violence 1800 755 988	WA Women's Domestic Violence Helpline 1800 007 339 Victim Support Service 1800 818 988

RESPONDING TO DOMESTIC OR FAMILY VIOLENCE

REPORTING DOMESTIC VIOLENCE

In the Northern Territory, all adults are mandated to report cases of domestic and family violence to the NT Police. This includes if someone has been seriously hurt or is in danger of being hurt. You must do this as soon as possible. You may be fined up to \$20,000 if you fail to report and Police find evidence that you should have.

Call 000 if you or someone you know is in immediate danger.

If it's not an emergency, call police on 131 444.

In all other states and territories, domestic and family violence may be reported to child protection authorities. See our tip sheet on [CHILD PROTECTION FOR JOBACTIVE PROVIDERS](#) for more information.

jobactive Providers must also refer any clients experiencing violence to Department of Human Services (Centrelink) Social Workers, either through contact with the local Department of Human Services (Centrelink) office or on 132 850.

Staff of employment services providers delivering programs other than jobactive should check the relevant guidelines, contractual obligations and legislation, speak to their manager or contact the Department of Employment to determine your requirements.



WHAT TO SAY
Refer to [Resource 6](#)

BEST PRACTICE

Whenever safe to do so, it is best practice to **tell your client** when you are going to make a domestic violence report about them. You should do this unless you have genuine concerns that telling your client will put them or their family at increased risk of harm, for example, if the abuser is likely to react violently to hearing that a report has been made. The tip sheet on [WHAT TO SAY](#) can give some guidance as to how to have this conversation with your client. If a conversation like this is difficult for you, ask your manager for support. Always ensure you seek debriefing afterwards.

Whether you tell them or not, you should still make a report if you believe that someone is at immediate risk or if you are a mandatory reporter in this circumstance.

In all states and territories, you have the option to make an anonymous report, though it is generally assumed that people making a report in a professional capacity will disclose their identity so that they may assist police with follow-up enquiries. If you are concerned about the impact that reporting may have on your own safety, discuss your concerns with your manager as soon as possible.