



# ParentsNext

## Referrals to domestic and family violence services during COVID-19

To control the spread of COVID-19, the Government and health authorities have advised Australians to stay at home wherever possible. However, home may not be a safe place to be for people experiencing domestic and family violence (DFV). During your monthly phone contacts with participants, please remember to be alert to any signs of DFV that participants may be experiencing and respond appropriately. This is particularly important for any participants who have previously disclosed experience of DFV.

The move to phone or online service delivery may create challenges in recognising and responding to DFV situations. However, it is important during this time that you continue responding with appropriate care in known or suspected cases of DFV. This includes facilitating access to relevant information and support services in your jurisdiction and/or the following national services:

- [1800 RESPECT](#), including [specific information about COVID-19](#) – Phone 1800 737 732
- [Lifeline](#) – Phone 13 11 14
- [Mensline](#) – Phone 1300 78 99 78
- [Kids Helpline](#) – Phone 1800 737 732

DFV training and information material for providers include:

- the ParentsNext – Recognising and Responding to Domestic and Family Violence webinar recording on the [Learning Centre](#)
- the [NESA Family Violence Toolbox Talks Kit](#) on the Provider Portal
- [DV-alert](#) – provides free DFV education and training (including eLearning) for front line staff
- Australian Institute of Family Studies [Mandatory reporting of child abuse and neglect](#)

The [Services and useful links](#) supporting document on the Provider Portal has contact information for a range of other support services that may be useful to participants during this time.