

# Support services information

## CSNSW Victims Register Fact sheet

The CSNSW Victims Register provides information and support to eligible victims and persons of adult offenders that are serving a custodial sentence in NSW.

**(02) 8688 0555**

<https://correctiveservices.dcj.nsw.gov.au/support/victim-support.html>

Our fact sheet gives you information about services you can access if you need support. Some of the services are victim focused, and others provide more general support.

**QUICK EXIT**  
If you are in  
immediate  
danger,  
call 000

## Counselling and wellbeing

### ACON

ACON is a LGBTIQ+ (lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual) health organisation. They offer information, referrals, counselling, advocacy, and practical support for the LGBTIQ+ community experiencing domestic and family violence.

**1800 063 060**

<https://www.acon.org.au>

### Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health. Beyond Blue provides support and information on anxiety, depression, and suicide.

**1300 22 46 36** (24/7)

<https://www.beyondblue.org.au>

Online chat available 24/7

### Kids Helpline

Kids Helpline is a free, private, and confidential, 24/7 telephone and online counselling service specifically for young people aged between 5 and 25.

**1800 551 800**

<https://kidshelpline.com.au>

Online chat is available 24/7

## Crisis counselling

### Lifeline Australia

Lifeline provides 24/7 crisis support and counselling for all Australians.

Anyone experiencing a personal crisis can contact Lifeline at any time to access crisis support and suicide prevention.

**13 11 14**

**0477 131 114** (Text)

<https://www.lifeline.org.au>

Online chat available 24/7

## 13 YARN

13 YARN is the first national 24/7 support line for Aboriginal & Torres Strait Islander people in crisis. It is run by Aboriginal and Torres Strait Islander people and provides a culturally safe space for people to discuss their needs, worries or concerns.

**13 92 76**

<https://www.13yarn.org.au/>

## MensLine Australia

MensLine Australia supports men and boys with family and relationship difficulties. They offer 24/7 counselling support for men with concerns about mental health, anger management, family violence, addiction, relationships, stress, and wellbeing.

Their website also offers parenting tips for fathers.

**1300 78 99 78**

<https://mensline.org.au>

Online chat and video counselling available

## Relationships counselling

### Relationships Australia

Relationships Australia offers support to couples and families having difficulties in their relationship. Services include counselling, family dispute mediation, and a range of other programs.

**1300 364 277**

<https://www.relationships.org.au>

## Trauma counselling

### Australian Childhood Foundation

The Australian Childhood Foundation provides therapeutic services to children

to help them recover from trauma, abuse, neglect, and family violence.

**1300 381 581**

<https://www.childhood.org.au>

### Blue Knot Foundation

Blue Knot offers trauma counselling for people who have experienced childhood trauma.

**1300 657 380**

<https://blueknot.org.au/>



### Road Trauma Support Group NSW

The Road Trauma Support Group NSW supports families and friends whose loved ones have been killed on NSW roads due to a criminal act. They are a peer-led, trauma-informed community built around care, compassion, and connection.

They provide personalised, no-cost support to families across NSW, including 24/7 trauma counselling, peer support meetings, support during court processes and navigating the justice system, crisis logistics, remembrance events and ongoing check-ins.

**1800 808 384**

<https://www.roadtraumasupportnsw.org/>

## **Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)**

STARTTS provide free services for refugees, asylum seekers and people from refugee-like situations who have survived torture or other traumatic experiences associated with organised violence.

The organisation provides advocacy and culturally relevant psychological treatment and rehabilitation support to survivors.

**(02) 9646 6700**

<https://www.startts.org.au>



## **Wattle Place**

Wattle Place is a service providing trauma informed support, casework, counselling, information, and referrals for people with childhood experiences of institutional care, foster care, child sexual abuse, and past forced adoption.

**1800 663 844**

<https://wattleplace.org.au>

## **Mental health resources**

### **The Black Dog Institute**

The Black Dog Institute offers information, resources, and support tools to help people take care of their mental health.

<https://www.blackdoginstitute.org.au>

## **Court support**

### **Victims and Witnesses of Crime Court Support**

The Victims and Witnesses of Crime Court Support provides support for victims and witnesses of crime required to attend court by the police. They can help to prepare and support clients throughout criminal hearings.

They only offer court support and do not provide advocacy services.

<https://www.vwccs.org.au>

### **Witness Assistance Service, Office of the Director of Public Prosecutions (DPP)**

The Witness Assistance Service at the Office of the Director of Public Prosecutions can support victims and witnesses of serious crime in NSW through the court process and criminal justice system.

**1800 814 534**

<https://www.odpp.nsw.gov.au>

### **Women's Domestic Violence Court Advocacy Service NSW**

The Women's Domestic Violence Court Advocacy Service provides information, advocacy and referrals to women and their children who are experiencing domestic and family violence. They assist women to obtain effective legal protection through Apprehended Domestic Violence Orders.

They also provide referrals for housing, counselling, financial assistance, and health services.

**1800 938 227**

<https://www.legalaid.nsw.gov.au/my-problem-is-about/my-family-or-relationship/domestic-and-family-violence/domestic-violence-support-services/womens-domestic-violence-court-advocacy-services>

## Domestic violence and sexual abuse services

### Full Stop Australia

Full Stop Australia specialises in providing support to victims and survivors of sexual, domestic, or family violence. They offer a 24-hour telephone counselling service. They also have a specialised LGBTIQ+ helpline.

**1800 385 578**

<https://fullstop.org.au/>

Online chat available

### Muslim Women Australia

Muslim Women Australia advocate for human rights and anti-discrimination.



They offer programs targeted at nurturing women's health and well-being, support women to access Legal Aid, Housing/ Accommodation, Education & Training, Domestic Violence Support, Health Services, Police, Aged-Care, Employment, Childcare and Immigration services.

**(02) 9750 6946**

<https://mwa.org.au/>

### NSW Domestic Violence Line

NSW Domestic Violence Line provides counselling and referrals to women experiencing domestic and family violence. It can provide victims and survivors with access to hospital care,

crisis accommodation, family support, explain Apprehended Violence Orders (AVOs), and help them to develop a safety plan and talk to police, court, and lawyers.

**1800 65 64 63**

<https://dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html>

### National Redress Scheme

The National Redress Scheme provides support to people who experienced institutional child sexual abuse in Australia. The scheme can help people who have experienced institutional child sexual abuse gain access to counselling, a direct personal response, and Redress payment.

**1800 737 377**

<https://www.nationalredress.gov.au/>

### Survivors and Mates Support Network (SAMSN)

SAMSN is a NSW based service for male survivors of child sexual abuse and their supporters. They offer counselling, support groups, drop-in meetings, and workshops.

**1800 472 676**

<https://www.samsn.org.au>

### eSafety and Domestic Violence

Information and resources regarding domestic, family, and sexual violence and the use of technology.

<https://www.esafety.gov.au/key-issues/domestic-family-violence>

### Yourtoolkit.com

A free step by step guide on personal safety, support services and money matters for people facing family and domestic violence.

<https://yourtoolkit.com/>

## Homicide and missing persons

### Families and Friends of Missing Persons Service

The Families and Friends of Missing Persons Service is the only service in NSW that provides counselling, information, referrals, and support specifically for families and friends of missing people.

**1800 633 063**

<https://www.nsw.gov.au/legal-and-justice/support-for-families-and-friends-of-missing-persons>

### Homicide Victims Support Group

The Homicide Victims Support Group provides counselling, referral, and advocacy to family members of homicide victims.

Their services include support with the criminal justice system, funeral preparation, education programs, and counselling.

**1800 191 777**

<https://hvsgnsw.org.au/>

### National Association for Loss and Grief

The National Association for Loss and Grief (NALAG) is a support network for people experiencing loss and grief. The organisation provides service to individuals, families, and communities through its grief support service.

NALAG also has a variety of educational programs, workshops, training, and mental health awareness events in NSW.

**(02) 6882 9222**

<https://www.nalag.org.au>

## Legal services

### Intellectual Disability Rights Services

The Intellectual Disability Rights Service (IDRS) is a free service for people with cognitive impairment across NSW.

IDRS provides information, assistance with legal problems, support persons at police stations, courts advocacy, and support to appeal decisions of the National Disability Insurance Scheme.

**1300 665 908**

<https://idrs.org.au/>

### Wirringa Baiya Aboriginal Women's Legal Service

Wirringa Baiya Aboriginal Women's Legal Service provides Aboriginal and Torres Strait Islander women and children in NSW with gender-specific services sensitive to their culturally diverse needs.

They also provide victims and survivors of violence with access to appropriate legal representation, advocacy, advice, and referrals.

**1800 686 587**

<https://www.wirringabaiya.org.au>



## Women's Legal Services NSW

Women's Legal Services NSW provides a free confidential legal service relating to domestic violence, sexual assault, family law, discrimination, victims support, child protection, human rights, and access to justice for women in NSW.

<https://www.wlsnsw.org.au>

## Legal Aid NSW Domestic Violence Unit

Legal Aid NSW Domestic Violence Unit provides free legal services to victims of domestic and family violence.

**1800 979 529**

<https://www.legalaid.nsw.gov.au/my-problem-is-about/my-family-or-relationship/domestic-and-family-violence/domestic-violence-support-services/domestic-violence-unit>

## Knowmore

Knowmore is a free independent legal advice and support for survivors of child abuse.

**1800 605 762**

<https://knowmore.org.au/>

## Protection and reporting helplines

### Child Protection Helpline

The Child Protection Helpline has the responsibility for protecting children and young people from the risk of significant harm. Call this helpline to report suspected child abuse or neglect.

**13 21 11**

<https://dcj.nsw.gov.au/children-and-families/protecting-our-kids/reporting-a-child-at-risk/should-i-call-to-report-a-child-at-risk-/making-the-report-to-the-child-protection-helpline.html>

## National Disability Abuse and Neglect Hotline

The National Disability Abuse and Neglect Hotline is a free, independent, and confidential service for reporting abuse and neglect of people with a disability. Anyone can contact the Hotline, including family members, friends, service providers or a person with a disability.

**1800 464 800**

<https://www.jobaccess.gov.au/complaints/hotline>

## Non-emergency reports to Police

You can report non-urgent crime and events to the police at any time.

**131 444**

**1800 333 000** (Crime Stoppers)

<https://www.police.nsw.gov.au>

## NSW Ageing and Disability Abuse Helpline

The Ageing and Disability Abuse Helpline is a service that offers information, support, and a place to report concerns. You can contact the helpline if an older person or an adult with a disability is experiencing abuse, neglect, and exploitation in their family, home, or community.

**1800 628 221**

<https://ageingdisabilitycommission.nsw.gov.au/>



## **NSW Police Force: Sexual assault reporting option (SARO)**

SARO is for people 16 years and older who do not want to speak directly with police but want to tell the police about a sexual assault.

<https://portal.police.nsw.gov.au/adultsexualassault/s/>

## **Victim registers**

### **Specialist Victims Support Service**

The Specialist Victims Support Service provides support to victims navigating the forensic mental health system.

They can provide support and information to victims of an act of violence if the accused person has a mental health impairment and/or cognitive impairment and has been or may be referred for hearing before the Mental Health Review Tribunal.

**1800 633 063**

<https://victimsservices.justice.nsw.gov.au/how-can-we-help-you/programs-and-initiatives/specialist-victims-support-service.html>

### **Youth Justice Victims Register**

The Youth Justice Victims Register can provide information to victims of young offenders. Information can only be provided to registered victims.

To be eligible the offender must have been found guilty of the crime, sentenced by the courts, and be in custody in a Youth Justice centre. Registered victims have the right to be kept informed of specified events that relate to young offenders.

**(02) 8688 9139**

<https://www.nsw.gov.au/legal-and-justice/youth-justice/youth-justice-victims-register>

## **Victims rights and support**

### **Victims Services, Department of Communities and Justice**

Victims Services provides information to victims of crime about their rights. Victims of violent crimes may also be able to access counselling and financial assistance.

**1800 633 063**

**1800 019 123** (Aboriginal contact line)

<https://www.victimsservices.justice.nsw.gov.au>

### **Restorative Justice Service**

The Restorative Justice Service offers a safe and supported way for people who have been harmed by crime to communicate with the person responsible. Restorative Justice is completely voluntary.

Communication can take place in a range of ways, such as a facilitator supported meeting, or a letter exchange. Trained facilitators will help you decide what feels right for you and will prepare and support you throughout the process.

Their role is to ensure your safety, guide the communication, and be with you every step of the way. Through the Restorative Justice process, you will be able to ask questions, share the impact the offence has had on your life, and put forward suggestions about what steps the person responsible could take to address and repair the harm caused.

**(02) 8688 0567**

<https://correctiveservices.dcj.nsw.gov.au/support/restorative-justice.html>