

# Specialised Family Violence Services

## How can I contact these services?

These services are located in every state and territory in a range of rural, regional and metropolitan locations.

To find a *Specialised Family Violence Service* in your local area, call the Family Relationship Advice Line on 1800 050 321\* or visit Family Relationships Online at

**[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)**

\*Available 8.00 am – 8.00 pm Monday to Friday and 10.00 am – 4.00 pm Saturdays (except national public holidays).

## Brochure orders

To order additional brochures contact 1800 050 009 between 8.30 am to 5.30 pm Monday to Friday (except national public holidays).



**Australian Government**

*Where families affected by violence are seeking help to break the cycle, the Australian Government funds community-based organisations to provide Specialised Family Violence Services.*

## **What services are available to me?**

By using a whole-of-family approach, *Specialised Family Violence Services* aim to support those affected by family violence and help those who use violent behaviour to change. The services consider the individual needs of each family member and provide assistance through referral to complementary services.

## **Who can use these services?**

Anyone including adults, young people, children, couples and families who have experienced or witnessed family violence can use *Specialised Family Violence Services*.

As well as helping individuals, *Specialised Family Violence Services* can assist couples through counselling when there are issues of family violence.

For couple counselling to be effective, both parties should be open to the idea of seeking assistance, which is available both before (preventative services), and after incidents of family violence (crisis services).

## **How can I benefit from these services?**

The services will help you and your family achieve and maintain positive family relationships, and work to ensure the safety of all individuals affected by family violence.

The services will work with you and your family to ensure that each member receives the care they need, whether that is within the *Specialised Family Violence Service* or a different support service.

Your family can access individual or couple counselling, education for individuals who use violent or abusive behaviour, support for individuals affected by family violence and support for children who experience or witness family violence.

## **When can I access these services?**

You can access *Specialised Family Violence Services* if you are concerned about family violence, or if you have experienced or witnessed family violence.

*Specialised Family Violence Services* have arrangements in place to protect your safety. If you have any concerns about your safety or the safety of your children, you should let the service provider know as soon as possible.

## **Is it confidential?**

The services provided by *Specialised Family Violence Services* are confidential except in certain circumstances.

By law, service providers are required to report some things. If staff reasonably suspect that there is a current threat of serious harm to someone or that a person has actually been harmed and/or a child is at risk of abuse or neglect, then they must report that suspicion to the appropriate authorities.

## **What will it cost to use these services?**

*Specialised Family Violence Services* charge fees according to your income and capacity to pay. If you are a low income earner or are experiencing financial difficulties, please discuss this with your service provider so it can be taken into consideration.