



Australian Government



Services
Australia

Family and domestic violence

How we can help you

Family and domestic violence isn't acceptable in any form.

Family and domestic violence is behaviour that's violent, threatening, coercive or controlling.

People affected by family and domestic violence may live in fear for themselves and their family.

It can include:

- economic (financial) abuse
- coercive control
- technology facilitated abuse including through social media
- physical violence
- sexual violence
- emotional or psychological abuse
- verbal abuse
- harm to animals or property
- stalking and behaviour intended to harass or intimidate
- social abuse
- elder abuse
- spiritual and cultural abuse, including denying access to religious practices
- using government systems to control, coerce, intimidate or threaten.

Exposing a child to any of these behaviours is also family and domestic violence.

People can experience family and domestic violence at any time. It can happen in any type of relationship, including:

- past or current relationships
- family members or relatives
- carers and guardians
- kinship groups
- family groups recognised by various cultures and communities.

Family and domestic violence is always the responsibility of the person causing the abuse. It's never the responsibility of the person it affects.

How we can help you

We can help you access our payments and connect you to other support services in the community, including:

- specialists
- emergency accommodation
- housing
- counselling
- legal assistance.

Support

If you or someone you know is affected by family and domestic violence, you can tell us. Anything you say is private, and any of our staff can help you access support.

We can check if you're eligible for our payments and services, including:

- income support payments and advance payments
- crisis payment
- exemptions from seeking employment
- assistance with debts
- getting your own Medicare card.

To access some payments and services, you may need supporting documents. If you don't have these, call us and we can find other options.

This card has important contact details for support services. You can remove the card to keep for future reference.

Call 000 if you're in immediate danger.

Medicare	132 011
Centrelink (Employment Services Line) ..	132 850
Centrelink (Multilingual Phone Service) ..	131 202
Child Support	131 272

If you're Aboriginal and Torres Strait Islander, call our Indigenous call centre on **1800 136 380** for Centrelink payments and services.

1800RESPECT (1800RESPECT.org.au) ..	1800 737 732
MensLine Australia (mensline.org.au) ..	1300 789 978
Elder Abuse Helpline (1800ELDERHelp) ..	1800 353 374
Ask Izzy (askizzy.org.au)	

Referral card

We can help you with information and support to collect child support. This includes:

- options for the collection of child support
- what to do if you're worried that collecting child support might put you at risk.

We can also make sure that:

- you have secure access to your accounts with us
- we're sending your mail to the right place.

Our social workers can provide short term counselling, support and information. You can ask to speak to a social worker by calling the same number you use to call us or **132 850**. If you need an interpreter, we can arrange one for free. You can also visit your local service centre and ask to speak with a social worker.

More information

Go to **[servicesaustralia.gov.au/domesticviolence](https://www.servicesaustralia.gov.au/domesticviolence)**

Disclaimer

This information is intended only as a guide to payments and services. The information is correct as at August 2025. If you use this publication after that date, please check with us that the details are current.

Scan the QR code, or go to
**[servicesaustralia.gov.au/
domesticviolence](https://www.servicesaustralia.gov.au/domesticviolence)**

