



# Family and domestic violence

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

Call **000** if you are in immediate danger.

People affected by family and domestic violence may live in fear for themselves and their family. It can be:

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

Exposing a child to 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 of older people
- people with disability or a medical condition
- kinship groups
- family groups of 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

If you or someone you know is affected by family and domestic violence, you can tell us. We can connect you to a social worker and other support services in the community, including:

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

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

- income support payments, family assistance payments or Crisis Payment
- exemptions from seeking employment
- assistance with debts
- getting your own Medicare card.

We can also help you collect child support if it's safe for you to do so. If it's not safe, we can discuss other options that may be available to you.

## For more information

-  Go to [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence) for more information in English.
-  Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language.
-  Call **131 202** to speak with us in your language about Centrelink payments and services.
-  Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free.
-  Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

### Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.

## Other community support services

### 1800RESPECT

This is the national family violence and sexual assault counselling service. It's confidential and free to call on **1800 737 732**. Interpreting services are available or go to [1800RESPECT.org.au](https://1800RESPECT.org.au)

### MensLine Australia

They offer specialist phone and online support for men affected by family and domestic violence. They also offer support to people using violence. Call **1300 789 978**. Interpreting services are available or go to [mensline.org.au](https://mensline.org.au)

### 1800ELDERHelp

This is for people seeking information and advice about elder abuse. You can call their free service on **1800 353 374**. They will direct you to a service provider in your state or territory.

### Family Relationship Advice

They can help you with family relationship issues and parenting arrangements after separation. Call **1800 050 321** or go to [familyrelationships.gov.au](https://familyrelationships.gov.au)

There's also translated information available on their website.

### Financial Counselling Australia

They offer free confidential financial counselling for people experiencing financial problems. Call **1800 007 007** to be directed to a service provider in your state or territory or go to [financialcounsellingaustralia.org.au](https://financialcounsellingaustralia.org.au)

### Leaving Violence Program

The Leaving Violence Program gives financial and other supports to people leaving a partner who uses violence. The Program is available to eligible victim-survivors regardless of gender or visa status

For more information, go to [leavingviolenceprogram.org.au](https://leavingviolenceprogram.org.au)

### Ask Izzy

A database of national and local providers for a range of services such as accommodation, family and domestic violence and many more.

For more information, go to [askizzy.org.au](https://askizzy.org.au)