Australian Government
Services Australia

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Family and domestic violence – how we can help

Call 000 if you are in immediate danger

What is family and domestic violence

Family and domestic violence is any behaviour that is violent, threatening, forceful or controlling, or makes a person feel scared.

How we can help

If you or someone you know is affected by family and domestic violence, we can help with payments and services. You can also speak with a social worker.

We will check if you can get a payment from us, such as an income support payment or Crisis Payment.

Stay safe when separating

If you are planning to end a relationship it is important to protect your privacy and make sure your information is safe.

Follow these important steps when separating to help keep you and your personal information safe.

1. Change your passwords and personal identification numbers (PINs)

Make sure you change any passwords and personal identification numbers (PINs) for your myGov and any other online accounts. Choose different passwords or passphrases that are hard for people to guess. This will make sure only you have access. You can also ask for more passwords on your records to protect your information.

2. Check your acting arrangements

If you have someone helping you with Centrelink, Medicare or Child Support, you need to consider if this arrangement is still safe. If you feel this arrangement could put you at risk, call us to change or end the arrangement so the other person cannot access your information.

3. Update your relationship status with us

Before you update any personal information you will need to call Medicare, Centrelink and Child Support separately and ask us to separate your records and update your relationship details. This is so your ex-partner can’t see your new details. After we have separated your records, you can ask us to update your personal information like your phone number or address.

4. Transfer yourself and your children or dependents to a new Medicare card

Before you update any of your personal details with Medicare you need to transfer yourself and your children or dependents to a new Medicare card. This is to stop anyone seeing your new contact details, new address and any services you and your children use.

5. Update your Medicare Safety Net registration

To stop us notifying the nominated contact person for your family about the change in your details you will need to remove your ex-partner or family member from your Medicare Safety Net registration.

6. Check if you, your children or dependants have a My Health Record and who can access it

If you, your child or dependants have a My Health Record it may contain contact details, such as your address. If this could put your family at risk, call the My Health Record Help line on **1800 723 471**.

7. Make sure you have a secure bank account in your name

To keep your money safe, you should have a bank account in your name only. If you want us to send your payments to that account, you need to change your bank account details separately with Medicare, Centrelink and Child Support.

If you do not have a safe and secure bank account in your name only, please contact us and we can look at other options, such as Electronic Benefit Transfer card.

8. Make sure you have your personal identity documents

To get a payment or service we may ask for your personal identity documents. This could include your driver licence, birth certificate, passport, ImmiCard, bank card or myID.

If you do not have your identity documents we can still help you. Call us and we will work with you to find other options.

For more information

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

If you need help to understand information about our payments and services, there are many options available. You can ask us when you talk to us.

Help from other places

There are other places that can help you with counselling, support and advice.

For counselling and support 24 hours a day, 7 days a week, call 1800RESPECT on **1800 737 732**. You can ask for an interpreter.

The Leaving Violence Program gives financial and other help to people leaving a violent partner. For more information call **1800 253 283** and ask for an interpreter, or go to **leavingviolenceprogram.org.au/resources-other-languages**

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.