



Family and domestic violence

Everyone has the right to feel safe. Family and domestic violence is not okay.

What is family and domestic violence

Family and domestic violence is any behaviour that is violent, threatening, controlling or makes you or your children feel scared and unsafe.

This behaviour can happen in any type of relationship regardless of age, gender or sexuality. It may be:

- in current or past relationships
- with family members and relatives
- with carers and guardians

It is never okay for anyone to:

- make you or your children feel scared and unsafe
- be violent against you
- keep you away from your friends or family
- not let you have your money
- threaten to get your visa cancelled
- control the way you practice your religion.

What help is available

We can help if you are affected by family and domestic violence.

We will check if you can get payment from us. This may be an income support payment or a Crisis Payment. We can also help you collect child support or get an exemption from child support if you are scared or worried about your safety.

We can arrange for you to speak with a social worker.

Our social workers can give you counselling and information about:

- our payments and services, including if you have a debt with us
- legal services
- support services for family and domestic violence
- emergency accommodation.

You can call the Centrelink multilingual phone line on **131 202** to speak with us in your language. This line is open 8 am to 5 pm Monday to Friday.

You can also visit a service centre.

We have free interpreter and translation services in over 200 languages to make it easier for you to deal with us. Let us know if you need an interpreter when you call or visit us, and we will arrange one for free.



When you claim a payment or service we might ask you for documents, like proof of identity. If the document is not in English, we can translate it for free. Just tell us you need a document translated when you call or visit us.

Interpreters and translators follow a code of ethics, so they can not tell anyone your personal information.

To access 24/7 counselling and support, call 1800RESPECT on **1800 737 732**. You can ask for an interpreter.