

Family & domestic violence support services

Northern Territory & National Contacts

National support services

1800RESPECT

1800 737 732

24 hour, national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

Aboriginal Family Domestic Violence Hotline

1800 019 123

Victims Services has a dedicated contact line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance.

Lifeline

13 11 14

Lifeline has a national number who can help put you in contact with a crisis service in your State.

Police & Ambulance

000

Dial 000 in an emergency.

Northern Territory support services

NT Domestic Violence Crisis Line

1800 019 116

Counselling for victims of domestic violence and their concerned friends.

Northern Australian Aboriginal Family Violence Legal Services

08 8973 8704

Provides legal advice and information about domestic and family violence.

Sexual Assault Referral Centre

Darwin: 08 8922 6472
Katherine: 08 8973 8524
Tennant Creek: 08 8962 4361
Alice Springs: 08 8955 4500

Provides a range of services including counselling to both adults and children who may have experienced (recently or many years ago) any form of sexual assault. Sexual assault can range from verbal harassment, unwanted touching, exhibitionism, to a violent attack.

Domestic Violence Legal Service

08 8999 7977

A free service for people who have experienced or are at risk of domestic and family violence in the Greater Darwin Region. Services include legal advice and assistance, duty lawyer service, information and referrals for men and women.

Family and domestic violence

Believe them

If someone has taken the difficult step of telling you their experience of domestic violence or abuse, it is important you **respond in a supportive and appropriate way** as it will have taken a lot for them to talk to you. People are much more likely to cover up or downplay the abuse, rather than to make it up or exaggerate.

Listen

- **Listen without judging** the person, and make sure they understand it's not their fault.
- Don't keep trying to work out the 'reasons' for the abuse. **Concentrate on supporting the person** who is being abused.
- **Don't give advice**, or tell them what you would do. This will only reduce the person's confidence to make their own decisions. Listen to them and give them information, not advice.

Take the abuse seriously

It is damaging both physically and emotionally, **let them know they have been brave** in being able to talk about the abuse, and in being able to keep going despite the abuse.

Be supportive

- Be encouraging, open and honest.
- Don't blame them for the abuse or ask questions like '*what did you do for them to treat you like that?*' or '*why do you put up with it?*', or '*how can you still be in love with them?*' These questions suggest that it is somehow their fault.

Respect their decisions

- Respect their right to make their own decisions, even if you don't agree with them. Respect their cultural or religious values and beliefs.
- Don't be critical if they say they still love their partner, or if they leave but then return to the relationship. Leaving an abusive partner takes time, and your support is really important.

Be aware

- Don't underestimate the danger they may be in, ask if they need help from a support service and discuss their options, offer to go with the person if they want extra support.
- Don't pressure them to leave or try to make decisions on the person's behalf. Focus on listening and supporting them to make their own decisions. They know their own situation best.

Reach out

- Keep in touch with the person to see how they are going, having an opportunity to talk regularly to a supportive friend or relative can be very important.

For more information and to read the policy visit: myRioTinto and search

family and domestic violence 🔍 or call 📞 1300 667 703