

Family & domestic violence support services

Queensland & 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.

Queensland support services

**DV Connect
Womensline QLD**

1800 811 811

Womensline provides 24/7 confidential advice and counselling as well as referral to crisis accommodation for women and children escaping domestic violence.

DV Connect Mensline QLD

1800 600 636

Mensline provides counselling, information and referral to men affected by domestic violence.

Victim Assist QLD

1300 546 587

Victim Assist Queensland helps victims of crime to get back to normal after experiencing violent crime or domestic and family violence in Queensland.

Legal Aid QLD

1300 651 188

Legal Aid provides information services, legal advice, assistance and other legal help or representation.

Sexual Assault Helpline

1800 010 120

Telephone support and counselling to anyone – women, men and young people – who has been sexually assaulted or abused or is concerned or suspects someone they care about might have been assaulted or abused.

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