

COVID-19: DOMESTIC & FAMILY VIOLENCE

**For those experiencing domestic
and family violence and abuse**

Safe, confidential and respectful support services available:

Domestic and family violence support services remain open and available to you during COVID-19 restrictions. There are avenues available for you to safely get assistance during the pandemic.

If there is an immediate danger, call 000

**Uniting Communities Family and Domestic Violence
Counselling Services - Support for women experiencing
domestic violence**

Experienced counsellors who can support women to stay safe.

(08) 8202 5190

Mon-Fri, 9am-5pm

counselling@unitingcommunities.org

**SA COVID-19 Mental Health Support Line - phone, online
chat, and video chat available**

Staffed by counsellors who can provide immediate support and
provide referrals to other services that can help.

1800 632 753

8am – 8pm, 7 days a week

Lifeline

Crisis support available over the phone (24/7), via text on
0477 131114 (5:30pm - 11:30pm ACST) or via online chat at
www.lifelineadelaide.org (nightly from 6:30pm - 11:30pm ACST)

13 11 14

Women's Safety Services

DV Crisis Line

Leave a message if a team member is not available and you will
receive a response later.

1800 800 098

Mon-Fri, 8am-4pm

1800 RESPECT - phone or web chat available 24/7

1800 737 732

Apps available (only recommend downloading apps if safe and secure to do so):



Daisy

Daisy is an app developed to connect people experiencing violence or abuse to services in their local area.



Penda

Penda is a free, national app with legal, financial, and personal safety information and referrals for women who have experienced domestic and family violence

More:

www.whiteribbon.org.au/find-help/domestic-violence-hotlines

Safety planning:

A safety plan can help you to protect yourself and your family while isolated at home. Family Violence Services, such as the ones above, can assist you with creating this plan. Although we encourage you to reach out to these support services, if you'd prefer to create your own safety plan, please refer to 1800RESPECT's [safety plan how-to](#).

Supporting someone experiencing violence:

If you know someone experiencing violence, there are a few ways you can support them during the pandemic:

- Give them a call to check in every so often. Perhaps use code words if necessary (and you are able to set it up beforehand). (e.g. "Our biscuits are fully stocked" = Everything's going fine. "We're going to need to refill the biscuits soon" = Things are not great, but check in again later. "We're going to need to go get more biscuits today" = I need immediate assistance)
- If they are able to discuss the violence or abuse — listen, believe, and encourage them to seek support. Do not push them, judge them, or make decisions for them, but let them know there are options available.
- If they are able to discuss it safely, assist them with creating a safety plan by either giving them the details of a support service who are able to help them or by following 1800RESPECT's safety plan how-to together. Remember that they are the expert of their own circumstances.

