

## Guide 4: Get Support

---

Abuse through technology is a form of violence. No one deserves to be abused, threatened or stalked through technology. It's scary and unsafe, and it is not OK.

Get help and support now if technology is being used to abuse, control or frighten you.

### Are you feeling unsafe right now?

If you are feeling unsafe, contact police and emergency services at **Triple Zero (000)** immediately. If you do not speak English, call **Triple Zero (000)** from a landline and ask for '**Police**', '**Fire**', or '**Ambulance**'. Stay on the line and you will be connected to an interpreter.

If this is not an emergency, call or visit your local police station.

### Get support

You are not responsible for how the person abusing you chooses to behave. But experiencing this kind of abuse can have a harmful effect on you. It can damage your confidence in yourself and in what kind of parent you are. It can make you doubt whether what you are experiencing is real, and it can leave you feeling distressed and unsafe. These are all normal reactions.

You need to make sure you stay safe, but you also need to look after yourself. The more you focus on the abuse, the more distressed you will feel. Getting support straight away will help you and those you love cope better... now and in the future.



### Who can you call?

**There are a number of agencies you can contact for help and support.** Refer to this list if you or your children are in need.

If you need assistance with English, contact the national **Translating and Interpreter Service (TIS)** on **131 450** or [tisnational.gov.au](https://tisnational.gov.au)

### 1800RESPECT

**1800 737 732**

[1800respect.org.au/languages](https://1800respect.org.au/languages)

1800RESPECT offers 24/7, free and confidential safety planning, counselling and support for all kinds of abuse, including family and sexual abuse. They can also connect you to other services in your area. Go to [1800respect.org.au/languages](https://1800respect.org.au/languages) for information, advice and videos in other languages.

### **Beyondblue** **1300 22 4636**

[beyondblue.org.au/get-support/get-immediate-support](https://beyondblue.org.au/get-support/get-immediate-support)

Beyondblue provides 24/7, free and confidential support from qualified mental health professionals. They can help identify if you are experiencing depression or anxiety, which are treatable conditions.

If you need assistance with English, you can get free interpreting from the national Translating and Interpreting Service (TIS National)  
[tisnational.gov.au](https://tisnational.gov.au)

Beyondblue also provides information and support for mental health in other languages. Visit [beyondblue.org.au/who-does-it-affect/multicultural-people/translated-mental-health-resources](https://beyondblue.org.au/who-does-it-affect/multicultural-people/translated-mental-health-resources).

### **Lifeline** **13 11 14** [lifeline.org.au](https://lifeline.org.au)

Lifeline provides 24/7 crisis support and suicide prevention services to people in urgent need of help.

Lifeline's 24-hour crisis support centre can help you with:

- Suicidal thoughts or attempts
- Personal crisis
- Abuse and trauma
- Self-help information for friends and family

If you do not speak English and need an interpreter, follow these instructions:

1. Call the national **Translating and Interpreter Service (TIS)** on **131 450**
2. Ask to talk to **Lifeline** on **13 11 14** in **your language**.

3. TIS will call the Lifeline number and interpret for you.
4. Continue your conversation with Lifeline and the TIS interpreter on the line.

*A call to TIS is the cost of a local call from landline phones. Additional charges apply for calls from mobile phones.*

Go to [tisnational.gov.au](https://tisnational.gov.au) to find out more.

### **Kids Helpline** **1800 55 1800** [kidshelpline.com.au](https://kidshelpline.com.au)

If you are aged 8 to 25, you can contact Kids Helpline 24 hours a day, seven days a week. It is a free service and counsellors can also chat with you online. Translating and interpreting services can also be arranged. Simply ask for an interpreter when you call or get a friend to help explain what you need.

### **eHeadspace** **1800 650 890** [headspace.org.au/eheadspace](https://headspace.org.au/eheadspace)

If you are aged 12 to 25, eHeadspace offers free online counselling for you and your family. Call 1800 650 890 or chat online from 9.00am to 1.00am (AEST), seven days a week: [headspace.org.au/eheadspace](https://headspace.org.au/eheadspace).

### **Headspace** **(03) 9027 0100** [headspace.org.au](https://headspace.org.au)

If you are aged 12 to 25, Headspace offers free or low-cost, face-to-face support for you and your family around Australia. Go to [headspace.org.au](https://headspace.org.au) to find your nearest centre and make an appointment.

## **Q-Life**

**1800 184 527**

[qlife.org.au](http://qlife.org.au)

QLife is Australia's first nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). Go to [qlife.org.au](http://qlife.org.au) or call 1800 184 527.

## **Help for men**

### **MensLine**

**1300 78 99 78**

[mensline.org.au](http://mensline.org.au)

MensLine is a national telephone and online support, information and referral service for men of all ages with family and relationship concerns.

### **Remember!**

Use a safe phone, like a public phone or a friend's mobile, when contacting services for help. Don't use your own mobile or home phone in case someone is tracking you or can hear your conversation. Take the same precautions with computers and tablets. Use a safe computer at a public library or a trusted friend's computer or tablet.

Remember! Abuse through technology is not OK and not your fault. Help is available.