

GETTING HELP & REPORTING DOMESTIC AND FAMILY VIOLENCE IN NSW



If you are experiencing domestic or family violence, or you are worried about someone else, support is available.

You do not have to wait until things become an emergency before asking for help.

1 If it is urgent or someone is unsafe

Call 000 (Triple Zero) immediately if:

- Someone is in danger
- Violence is happening now
- Someone has been threatened
- You are worried someone may be seriously harmed

2 If you need advice or support

You can contact a domestic and family violence support service even if:

- You are unsure whether what is happening is abuse
- You are not ready to report to police
- You don't know what you want to do next
- You are worried about someone else and need advice

A support service can help with:

- Understanding what is happening
- Safety planning
- Counselling and emotional support
- Housing and practical needs
- Understanding your options

3 Reporting domestic and family violence to police

If it is not an emergency, you can:

- Call the Police Assistance Line: 131 444
- Attend any police station
- Speak with a police officer (you can ask if a Domestic Violence Liaison Officer is available)

You can also provide information anonymously:

- Crime Stoppers: 1800 333 000

4 What happens when you report

Once a report is made, NSW Police are required to act. Police will:

- Take your concerns seriously
- Speak with you about what has happened
- Take a statement from you and record what you say
- Check immediate safety concerns for you and others affected
- Collect available evidence such as photos, messages or witness information
- Record the incident in their system
- Assess risk and discuss next steps

Depending on the situation, police may:

- Investigate possible offences
- Lay criminal charges
- Apply for protection through an ADVO
- Connect you with support services

5 Apprehended Domestic Violence Orders (ADVOs)

In NSW, protection orders are called ADVOs.

An ADVO is designed to improve safety by **placing conditions on the person causing harm.**

Conditions may include:

- Not contacting you or someone else
- Staying away from certain places
- Not threatening, intimidating or stalking
- Being required to leave the home in some circumstances

Police can apply for an ADVO, or you can seek advice about applying yourself through the Local Court.

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Safer Pathway and specialist support

After a domestic violence report, you may be referred to support services.

- In NSW, this may include Safer Pathway

A specialist domestic and family violence worker may contact you to:

- Talk about your safety
- Help create a safety plan
- Explain support options
- Connect you with local services

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Victims Services NSW link

<https://www.nsw.gov.au/departments-and-agencies/victims-services>

Victims Services NSW provides support for people affected by violent crime, including domestic and family violence.

Support may include:

Counselling

- Free trauma-informed counselling with approved counsellors

Financial assistance

May help with costs connected to violence, such as:

- Medical or counselling needs
- Relocation or safety needs
- Practical recovery expenses

Recognition payments

- A payment acknowledging serious harm in some circumstances

Support navigating the process

- Help understanding options
- Assistance with applications
- Referrals to other services

You may be able to access support even if:

- The person was not charged
- The matter has not gone to court

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After reporting

Ask for the police **event number** - this is important for follow-up.

- If you did not receive it, you can contact your local police station and request it

Police may:

- Follow up within days
- Keep contact during court processes
- Connect you with support services

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If you're not ready to report

You can:

- Contact specialist support services for advice
- Contact 1800RESPECT for confidential counselling and support
- Seek information about applying for an ADVO yourself through the Local Court

You can ask questions and understand your options before deciding what steps to take.

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Important things to know

- Domestic and family violence is taken seriously
- You can ask for a support person or interpreter
- You can seek support even if you are unsure about police involvement
- Getting support does not mean you have to make decisions before you are ready
- Don't let concerns about your Visa stop you from seeking help. A specialist service will explain your options.

In NSW, you do not have to wait for police to contact you. You can reach out to support services yourself at any time.

NSW Contacts

Emergency: 000

Crime Stoppers:
1800 333 000

NSW Domestic
Violence Line:
1800 656 463

24/7 crisis support,
safety planning and referrals

Victims Services NSW:
1800 633 063

Police Assistance Line:
131 444

1800RESPECT:
1800 737 732

1800respect.org.au
24/7 national domestic, family
and sexual violence support

Kids Helpline:
1800 55 1800

24/7 support for young
people aged 5–25