

GETTING HELP & REPORTING DOMESTIC AND FAMILY VIOLENCE IN SOUTH AUSTRALIA



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, South Australia Police (SAPOL) 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 Intervention Order
- Connect you with support services

5 Intervention Orders

In South Australia, protection orders are called Intervention Orders.

An Intervention Order 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 may apply for an Intervention Order on your behalf, or you can apply through the Magistrates Court. Free legal advice is available through the Legal Services Commission of South Australia.

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Specialist domestic and family violence support

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

In South Australia, this may include services such as Women's Safety Services SA (WSSSA), which provides specialist domestic and family violence support.

A specialist domestic and family violence worker may help you:

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

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Victims Services South Australia

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

Support may include:

Counselling

- Emotional support and counselling options

Financial assistance

Depending on your circumstances, support may be available for costs connected to violence, such as:

- Medical or counselling needs
- Safety needs
- Practical recovery expenses

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 report/reference 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 Intervention Order yourself through the Magistrates 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 South Australia, you do not have to wait for police to contact you. You can reach out to support services yourself at any time.

SA Contacts

Emergency: 000

Crime Stoppers:
1800 333 000

Police Assistance:
131 444

Domestic Violence

Crisis Line SA:
1800 800 098

24/7 crisis support,
safety planning and referrals

Victims Services SA:
1800 842 846
victimsa.org

Women's Safety Services

SA (WSSSA):
1800 800 098
womenssafety.org.au

Specialist domestic and family
violence support, safety planning
and accommodation pathways

Legal Services

Commission of SA:
Free legal helpline:
1300 366 424
lsc.sa.gov.au

Free legal information and
advice, including information
about Intervention Orders

1800RESPECT:

1800 737 732
1800respect.org.au

Kids Helpline:
1800 55 1800

24/7 support for young
people aged 5-25