It's Not OK
It's Violence

Information About Domestic Violence And Women With Disabilities.

Women With Disabilities Australia (WWDA)

WWDA Violence Against Women With Disabilities

RESOURCE MANUAL
It's not OK—it's violence

Information about domestic violence and women with disabilities.

Acknowledgements

The "Resource Manual on Violence Against Women with Disabilities Project" has been funded by the Australian Government's Domestic and Family Violence and Sexual Assault Initiative through the Office for Women. WWDA gratefully acknowledges the Australian Government for its support.

Thanks must be given to the many people who have contributed to making the WWDA Violence Against Women With Disabilities Resource Manual possible—the WWDA National Management Committee and the Project Reference Group members; Sue Salthouse and Lina Pane for their work on the Project; Annie Parkinson and Angela Court for assistance with elements of the Project, and Rachel Apelt for the fantastic illustrations. Thanks to Tricia Cooney and Vision Australia for assistance with production of alternative formats.

Thanks also, to Megan Rozynski of Seventy Five Design for her diligence in the layout and graphic design of the Manual booklets.
Finally and most importantly thank you to the women who contributed to the Project. Your willingness to share with others your personal stories and your commitment to supporting women with disabilities to break the cycle of violence in their lives has been an empowering and enriching experience for all.

Carolyn Frohmader
Project Manager
Contents

Emergency Numbers ................................................................. 4

Section One What Is Domestic Violence? ................................. 6
What Is The Truth About Domestic Violence? ............................ 9
What Are My Rights? .............................................................. 12
What Can I Do? ..................................................................... 13
What Can I Do? ..................................................................... 14
Who Can Help Me? ............................................................... 19

Section Two Women With Disabilities And Domestic Violence ................................................................................................................................. 24

Section Three How Services Can Help .................................. 35
Using The Law To Protect Women With Disabilities From Domestic Violence .................................................................................................................. 39

Section Four ........................................................................... 42
Services Directory ..................................................................... 42
National Services And Organisations ..................................... 47
State/Territory Services And Organisations ............................. 51
End Notes ................................................................................. 106
Emergency Numbers

**EMERGENCY (POLICE, AMBULANCE, FIRE BRIGADE)**
Ph: 000
TTY: 106
Speech to Speech Relay Service Ph: 1800 555 727
From Mobile with no network coverage Ph: 112

**KIDS HELPLINE** Ph: 1800 551 800 (24hr)

**VIOLENCE AGAINST WOMEN. AUSTRALIA Says NO.**
National Helpline Ph: 1800 200 526 (24hr)

**LIFELINE** Ph: 131 114 (24hr)

**NATIONAL RELAY SERVICE**
Ph: 133 677 (24hr Using a modem or TTY)
or Ph: 1300 555 727 (24hr Speech to Speech Relay Service for callers with a speech/communication impairment)

**TELEPHONE INTERPRETER SERVICE**
Ph: 131 450 (24hr)

**ACT Domestic Violence Crisis Service**
Ph: (02) 6280 0900 (24hr) or TTY: (02) 6228 1852 (24hr)

**Northern Territory Domestic Violence Crisis Line**
Ph: 1800 019 116 (24hr)

**NSW Domestic Violence Line**
Ph. 1800 656 463 (24hr) or TTY: 1800 671 442 (24hr)

Queensland Domestic Violence Line
Ph: 1800 811 811 (24hr)

South Australia Domestic Violence Crisis Service
Ph: 1300 782 200 (24hr)

Tasmania Family Violence Response and Referral Line
Ph: 1800 633 937 (24hr)

Victoria Women's Domestic Violence Crisis Service
Ph: (03) 9373 0123 (24hr) or 1800 015 188 (24hr)

Western Australia Women's Domestic Violence Helpline
Ph: (08) 9223 1188 (24hr) or 1800 007 339 (24hr)

A Word Of Caution

The content of this booklet may trigger anxiety for some individuals who have experienced, or are experiencing violence. We encourage anyone who has difficulty with the content of this booklet to seek support. Taking care of yourself is imperative to your ability to help others in similar situations.
Section One
What Is Domestic Violence?

Domestic violence happens where you live. It is when someone close to you, or someone who cares for you, or someone you know from where you live is violent towards you or your children. Domestic violence can hurt you in many ways.

**Domestic Violence Can Hurt Your Body.**

Punching, hitting or pushing is domestic violence. So is restraining you or pushing your chair around against your will, hiding things you need, or making you wear something you don't want to. If someone who cares for you deliberately doesn't meet your important needs, this is neglect. Neglect can be when your carer doesn't give you your medication or feed you or bath you.

Making you have sex when you don't want to is violence. So is unwanted kissing or touching, or forcing you to look at things you don't want to look at (like videos or pictures). If someone where you live says that you have to have sex with them before they will help you, this is violence.

**Domestic Violence Can Hurt Your Mind.**

The person who is being violent towards you might do things that make you feel scared or sad—like yell at you a lot, or criticise or insult you. Or they might threaten to hurt you or to put you in an institution. Threats which
make you feel scared are domestic violence. If someone tries to confuse you it can hurt your mind—like if they say you have had a drink when you know you have not. If someone refuses to give you information or makes decisions for you without asking, and they are not allowed to legally, they are not respecting your rights.

Domestic Violence Can Hurt All Your Relationships.

If someone stops you from seeing your family or friends, or makes it hard for you to talk to them, this is domestic violence.

If someone where you live is hurting you or making you feel scared or sad, this is violence. Violence is wrong. You don't have to live with it. You can get help.

Domestic Violence Can Hurt You Financially.

If someone takes control of your money against your will and they are not allowed to legally, this is domestic violence. So is not giving you money or not telling you about your money.

Domestic Violence Can Hurt Your Things.

Destroying or threatening to destroy your things, or something which you need to live independently, is violence. So is threatening to hurt your pets or your guide dog. Anyone can be violent. The person hurting
you could be your husband or partner, your parent or child or another family member. Or they could be your carer, or someone you share your house with.

Domestic violence can happen to anyone. It can happen to:

- rich or poor women
- women in the city or the country
- women of all ages or from any culture
- single and married women
- women with a disability and women without a disability

You are not alone. About one in four women in Australia who have been in a married or de-facto relationship have been hurt by domestic violence some time in their life.\(^1\)

Domestic violence is wrong. It's wrong for anyone to hurt you or make you think that they might hurt you. Many forms of domestic violence are a crime. It's not your fault. Never ever.

Without action, domestic violence may not stop. In fact, it often gets worse. Sometimes the person who has been violent will be sorry and promise they won't do it again. You might feel it's better. But then the violence happens again. Domestic violence is like this for many women.

You can get help. You have the right to feel safe. You don't have to live with domestic violence. There are people you can talk to who can help.
Joanne's Story

After I got my payout, my brother got control of my money. If I asked him for any, he'd shout at me that he would put me in an institution. I knew he could too, so I got scared to ask.

What Is The Truth About Domestic Violence?

People say lots of things about domestic violence. Sometimes, when you hear things a lot, you might think that what you hear must be true. But not everything people say is true. Sometimes people say things without knowing the facts. When lots of people say and believe something that isn't true, the thing they believe is called a "myth". If you don't have all the facts, you might believe the myth. This can sometimes stop you from getting help and make you think that you have to put up with domestic violence. You don't have to put up with domestic violence. It's wrong. Always. Here are some truths about domestic violence.

Myth: It can't be domestic violence because I'm not in a relationship.

Fact: Domestic violence can happen to single women. The person hurting you could be your parent or your child or some other family member. Or they could be your carer or someone who shares your house. It's wrong for anyone to hurt you. You do not have to live with violence. You can get help.
Myth: They don't hit me, so it's not domestic violence.

Fact: Domestic violence can take many forms. Physical violence is only one. Domestic violence can hurt your body and your mind. It can hurt your relationships with people, it can hurt your things or it can hurt you financially. All forms of domestic violence are wrong and many forms are against the law.

Myth: The law can't help me. I just have to put up with it.

Fact: The law can help you and you have the right to use the law to protect you. If the person who is violent towards you is a spouse or partner or another family member, you can use domestic violence laws to get protection from further violence. If the person who is violent towards you is not related to you but cares for you or lives with you or works at your house, other laws can protect you.

If You Want To Get The Law To Protect You, There Are People Who Can Help.

Myth: They are violent towards me because of my disability.

Fact: Domestic violence is not caused by your disability. Domestic violence is when one person uses violence to get power over another person. It can happen to women with a disability and to women without a disability. If the person who is violent towards you is your carer or a worker in your
home or a family member, they may already have some power over your life. Violence happens because this person abuses this power, not because you have a disability. Sometimes domestic violence causes a disability or it may make your disability worse.

Myth: If I try to get help, they will put me in an institution.

Fact: Many women with disabilities say that if they try to get the violent person to stop being violent, they get told they will be put in an institution. This is a threat. Threats which make you scared are a form of domestic violence. Talk to workers from the Domestic Violence Service and ask them to explain your choices. Knowing what you can do can help you to feel strong.

Myth: No-one will believe me.

Fact: There are people who will believe you. There are people who understand domestic violence. There are people who can help you. Workers at the Domestic Violence Service are some of these people. If you tell someone and they don't believe you, tell someone else. Keep telling people until someone believes you. Don't give up. You have the right to feel safe where you live. You have the right to get help.
What Are My Rights?

You Have The Same Rights As Everybody Else.

Here are some of your rights:

You have the right to live in a safe place, free from abuse and violence.

You have the right to control your own life and make your own decisions and choices. You have the right to support so you can do this.

You have the right to choose friends, have sex, choose contraception, practise safe sex, marry, have children. You also have the right to choose not to have sex, not to marry or not to have children if you prefer.

You have the right to full information about your choices, and time to consider the information before you decide anything.

You have the right to police protection and legal protection if you need it.

You have the right to make your own decisions about how, where and with whom you want to live.

You have the right to get help so you can exercise these rights.
You do not have to live with domestic violence.

You can get help.

You have the right to feel safe and free where you live.

What Can I Do?

You Can Get Help.

You do not have to put up with domestic violence. If someone where you live is being violent towards you, here are some things that you can do.

Tell Someone What Is Happening To You.

In an emergency, call the police. If you are in danger, call the police on phone 000 or TTY 106. Tell them you need help now and ask them to come. They can use the law to protect you.

Talk To Someone You Trust.

If you have someone that you trust—a friend or family member or a worker at a service—you could talk to them. Tell them what is happening to you and how it makes you feel. You can ask this person to help you make contact with services who can help—like the Domestic Violence Service or the police.
Call The Domestic Violence Service.

If you need someone to talk to, or need support or information about domestic violence, you can call the Domestic Violence Service.

Workers at the Domestic Violence Service will listen to you. They will believe you. They know about domestic violence and they will understand. They can help you understand that the violence isn't your fault and that you don't have to put up with it.

The person you talk to can answer your questions so that you can decide what is best for you and your children. You can call the Domestic Violence Service any day, any time. This is a free call.

What Can I Do?

If someone is being violent towards you, there are lots of things you can do.

If you are in danger, call the police on ph 000 or TTY 106.

If you are worried about what is happening to you, call the Domestic Violence Service.

They can help you to:

- make yourself safe
- plan for your safety if you need to leave quickly
- find a safe place to go
- use the law to protect yourself
The phone and TTY numbers for your nearest Domestic Violence Service are included in this booklet. These are free calls.

Make Yourself As Safe As You Can.

Many women say that they don't want to leave their home. They just want the violence to stop. If you choose to stay where you are, try to make yourself as safe as you can.

For some women, making themselves safe has worked in getting the person who is violent to stop using violence. For others, it has not. Sometimes only time can tell. An important part of staying safe is believing in yourself and being kind to yourself. You do not have to put up with domestic violence. It is your right to feel safe where you live.

Find out about your options and who can help you. Knowing what you can do and how to do it can sometimes help you feel more in control of your situation and your safety. Sometimes there are things you can do which may reduce the chance of violence happening. For example, one woman said that having a friend around when her mother came to visit stopped her mother from yelling at her.

If the person who is being violent towards you is a worker at your home, or someone who lives at your house, report them to someone else. Let this person know that you do not want to be left alone with the violent person. Using the law can help. For example, one
woman said that once she got a Protection Order from the police, the violence stopped straight away.

**Keep Telling People Until You Get Help.**

If you tell someone and they don't believe you or they don't help you—tell someone else. Keep telling people until someone helps you. You have the right to be believed. You have the right to get help. You have the right to feel safe where you live.

**Plan For Your Safety If You Need To Leave Quickly.**

It can be useful to make a safety plan in case you have to leave quickly. Then if you have to go, you will be ready. If you have children, plan for their safety too. Ask a worker from the Domestic Violence Service to help you make a plan that is right for you and your children.

**Planning For Your Safety.**

Here are some things to think about in your safety plan: **Where will you go if you need to leave quickly**—a refuge, a friend's place or a family member's place? (Children are welcome at most refuges).

**How will you get away?** Do you need to get accessible transport? Would you need the refuge to pick you up or is there someone who can give you a lift?

**Is there someone you trust who could help you leave quickly?** If there is, let them know about your safety plan and how you would like them to help if you call.
Here are some actions you can take so that you will be ready:

**Make a list of phone numbers of people who could help you. Important numbers might include:** police, a friend or family member that you trust, Domestic Violence Service, your nearest accessible transport service.

**Put aside some money in case you need a taxi.**

**Gather together any special things and important documents for you and your children. These might include:** a spare key for the house, photographs, important documents (or copies) like your birth certificate, Medicare card, passport, bank books or details, any medications you might need and any special information about your health.

Put these in a safe place. A safe place might be somewhere in your home or at the home of a friend, neighbour or family member you trust. Go to a safe place like a women's refuge. Sometimes you may decide it is best to leave the place you live for a while. You could go to a women's refuge. A refuge may also be called a safe house or a shelter.

A women's refuge is a safe place for you to go. You can usually stay at a refuge from 4 weeks to 3 months (it varies from refuge to refuge). Children are welcome at most refuges. If you have children, let the person who is finding you a place to stay know that you want a place for your children as well. Some refuges (but not all) are accessible for women in a wheelchair or with a mobility
restriction. If you need to, ask the person helping you to find a refuge which is accessible.

Use The Law To Protect You.

Many forms of domestic violence are against the law. If someone is physically violent or makes you scared for your safety, you can use the law to protect you. The police can help you to get a Protection Order. A Protection Order stops someone from doing something. You decide what it is that you want the person to stop doing.

For example, the Order could say the person can't approach you if no-one else is around. These are called "conditions". A Protection Order is like a warning. It warns someone not to do something. If the person does something that the Protection Order warns them not to do, this is a "breach". A breach is an offence. If someone breaches an order, you can call the police and they can arrest the person.

Carla's Story

It was late one night. We were arguing and then he got violent—he hit me and cut my eye and my face. I went straight away and called the police. As soon as he saw what I was doing, he panicked and stopped hurting me. He said he was sorry, he wouldn't do it again. I said "no, blow you, I'm calling the police".

Well, what could I do, where could I go? I am deaf and blind. He has to know it is not OK, I had to do something. The police came and I got a Protection Order. The
Protection Order said he was not to hit me or hurt me in any way. It was like a warning. I think it really got to him. He knew I was serious. That was over four years ago now and everything's been fine since.

Who Can Help Me?

For Help In An Emergency Call The Police.

The police can give you immediate protection on any day, at any time. If you have been hurt or are scared for you or your children, you can call the police. If the police come to your home because someone has been violent towards you, they can tell you about Protection Orders.

For Help Or Information About Domestic Violence Call The Domestic Violence Service.

This is a free telephone service for women (and children) who want help or information about domestic violence. You can call them any day, any time. The Domestic Violence Service has a list of contacts, people and services that can help.

You can tell them what you need and they can explain your choices. They can help you to:
- make a safety plan
- find a safe place to go, if you want to leave
- find transport
- use the law to protect you
- make contact with other services that can help
If you have children, the Domestic Violence Service will help you keep them safe too. Your call is private. You don't need to give your name if you don't want to.

If someone is being violent towards you, there are lots of people who can help you. Some of these people are:

- Police
- Domestic Violence Service
- A women's refuge
- Community legal centres
- Women's court support groups
- Advocacy groups
- Government departments like Aging and Disability, Community Services, Housing and Centrelink

The Domestic Violence Service can help you to make contact with these people.

**For A Safe Place To Go.**

If you want to escape from domestic violence, a women's refuge is a safe place for you and your children to go. Staying at a refuge will give you time to rest and think about what to do next. Refuge workers can give you emotional support and counselling, as well as help with legal, housing, money and other matters.

**For Help With Your Children.**

If you have children, the people from the Domestic Violence Service or the refuge can help you keep them safe too.
For Help With Your Personal Care Needs.

The Home and Community Care Service in your State or Territory may be able to help you with your personal care needs. This service is run by the Department for Health or the Department for Community Services in your State or Territory. Ask the Domestic Violence Service to help you make contact with this service.

For Help Using The Law To Protect You.

Community legal centres. Community legal centres (CLCs) provide legal services to people who want to use the legal process but can't afford private solicitors and legal fees. There are general community legal centres which are for anyone. There may also be a community legal centre just for women, or one which works only on domestic violence, or one which works only with people with a disability. You could visit or call any of these legal centres if you want help to use the law to protect you and your family.

Court support schemes. In some States and Territories there are court support schemes to help women use the law to escape domestic violence. Women who work for these schemes can tell you about going to court. They can tell you how the court works and what you need to do. If you go to court, they will stay with you while you are there. Ask a worker at the Domestic Violence Service or community legal centre to put you in contact with your nearest court support scheme.
Legal Aid. Legal Aid is a range of legal services that offer information, advice and legal representation. Help may be provided by getting you a solicitor or by giving you money to pay for one. Legal Aid is sometimes available for domestic violence and family court matters, but not always. Ask a worker at the Domestic Violence Service or a community legal centre if you can get Legal Aid.

For Help To Protect Your Rights.

Community legal centres can help protect your rights. So can the main agency that works with people who have the same disability as you—for example, the Council on Intellectual Disability, the Physical Disability Council or the Deafness Forum. Women with Disabilities Australia (WWDA) can also give you information about your rights and can refer you to other people you can talk to. Other groups that can help you protect your rights include:

Advocacy groups. If you want them to, advocacy groups can find you someone to help protect your rights. They have a list of people from the community who have agreed to be an advocate for someone with a disability if the person wants them to. An advocate will talk to you about your needs. Then they can go with you to your appointments and help you tell your story. If you prefer, they can speak on your behalf.

Self-advocacy groups. These groups will help you to learn the skills you need so that you can have your say. They will also help you to gain the confidence to tell your story.
**Community visitors scheme.** In some States and Territories there is a community visitors scheme operating. People who work for these schemes can come into any service or home that is run by the Government. They can talk in private to you or anybody else who lives or works there. If someone where you live is being violent towards you and no-one at your home will listen to you, you could talk to a community visitor. Tell them what is happening to you. **Ask them to help you.**

**For Help To Find Somewhere Else To Live.**

The Department of Housing in your State or Territory can tell you if emergency housing is available for a woman with a disability who is experiencing domestic violence. The Department of Housing can also tell you about your long-term public housing options and if there are any community housing schemes in your area.

**For Help To Get An Income.**

If it is an emergency, the Department of Community Services in your State or Territory will sometimes give out money so you can get away from your home quickly. Also, some services (but not all) may have an Emergency Relief Fund. If they do, they may be able to give you money for transport or food, or for getting set up again in a new place. Ask a worker at the Domestic Violence Service or the refuge if this money is available for you. For regular money, Centrelink can tell you if you can get a pension or a benefit from the Government. If you can, ask them how to apply. If you want help to get a job, there are employment agencies which can help you find a job which suits your needs.
Section Two
Women With Disabilities And Domestic Violence

What Is A Disability?

When women with disabilities are referred to in these resources, it means women with a disability attributable to an intellectual, psychiatric, sensory, physical or neurological impairment or acquired brain injury (or a combination of these) which is likely to be permanent and results in substantially reduced capacity in at least one of the following:

- Self-care/management
- Mobility
- Communication

Who Are Women With Disabilities?

In Australia approximately 20% of all women have a disability and more than 50% of people with a disability are women. Women with disabilities are a diverse group, from different backgrounds, of different ages and with different lifestyles and beliefs. Some women with disabilities are Aboriginal or Torres Strait Islander and some are from a non-English speaking background. Some women are in a heterosexual relationship, some are in a lesbian relationship and some are single. Some are married or in a long-term relationship.

Women experience different types of disability that will impact on their lives in different ways. Some women will
have multiple disabilities. Research suggests that different women may define and use the term disability in different ways. This may be influenced by perceptions of the term, or experiences of living with a disability and/or culture. For example, women who are deaf do not necessarily consider themselves to have a disability and Aboriginal people may live with a disability but not recognise it or define it as such.

Historically, disability was mainly seen as a medical condition, with the "problem" located within the individual. This medical model was challenged by disability activists who reframed disability as largely a social experience. The social model of disability draws a clear distinction between impairments and disability. Society disables people with impairments by its failure to recognise and accommodate difference and through the attitudinal, environmental and institutional barriers it erects towards people with impairments. Disability is a relative term with certain impairments becoming more or less disabling in different contexts.3

What Is Domestic Violence?

Domestic violence is any abusive behaviour which is used by one person in a relationship to gain and maintain control over another person's life. Domestic violence can result in physical, sexual and/or psychological damage, forced social isolation or economic deprivation, or a woman living in fear.
Does Domestic Violence Happen To Women With Disabilities?

Studies on violence against women with disabilities have found that women with disabilities—regardless of age, race, ethnicity, sexual orientation or class—are assaulted, raped and abused at least twice as often as women without disabilities. Women with disabilities live in a range of domestic situations. They may live with their partner and children, they may live with their parents or another family member, they may live with a friend or on their own, in a group home or a boarding house, in an institution or on the street. They can (and do) experience domestic violence in any of these living situations.

Who Are The Perpetrators Of Domestic Violence Against Women With Disabilities?

Typically, the perpetrator of domestic violence is the present or past spouse or partner of the woman, or a close family member such as a parent or child. In this instance, the violent person may or may not live with the woman. For a woman with a disability, the perpetrator could also be someone she comes into regular contact with in her daily domestic life. For example, it could be her carer, someone she shares the house with, or another resident. Women with disabilities can often experience violence from more than one perpetrator.
What Is Domestic Violence Against Women With Disabilities?

Like domestic violence perpetrated against all women, domestic violence against women with disabilities can take many forms. Here are some of the types of violence which women with disabilities describe.

Physical Violence

Physical violence includes hitting or pushing, slapping, punching, kicking or use of weapons. Physical violence also includes actions like restraining a woman or taking control of her wheelchair and pushing her around against her will. Neglect is a form of physical violence. Some women with disabilities depend on someone for some or all of their physical needs. If this person deliberately ignores these needs, this is domestic violence. For example, if the person who cares for a woman won't give her her medication or doesn't feed her properly, or won't help her in or out of the bath or her bed, this is domestic violence.

Sexual Violence

Sexual violence includes rape. It also includes unwanted kissing or touching or making a woman do something she doesn't want to do. Making a woman look at things she doesn't want to look at (like pornography) is also violence. Some women with disabilities have reported incidents where a worker at a service they use regularly has denied them the service until they have sex with them. Others have reported being told that they had to
have sex with a person so they could learn about sexuality. These are forms of sexual violence.

Maria's Story

After I got my payout, my brother turned up. He said he wanted to help. First thing he asked was about the money. Then he got control of it. He wouldn't give me any money and he wouldn't tell me where my money was or what he was doing with it or anything. It was a lot of money. If I asked him where it was, he threatened me. He kept saying he would put me in an institution. I knew he could do that so it shut me right up. It was my biggest fear.

Lena's Story

It started slowly. Small things. He would make me feel bad if I asked for anything. He'd still get it for me, he would just make me feel bad. He would say things like "Another drink? Do you think I've got nothing better to do than wait on you all day?" Then it got worse. He never hit me or anything but he made me feel so bad. And helpless. A couple of times he turned the taps off so hard, I couldn't turn them on. Then he yelled at me and called me weak and hopeless. It was horrible. It made me feel sad and scared. It made me afraid to ask for anything. I felt so lonely.

Emotional Violence

Emotional or psychological violence can include doing or saying things that make a woman feel scared or
intimidated—like yelling, constantly criticising her, insulting her or threatening her. Many women with disabilities say they are threatened with being put into an institution if they don't do what they are told or if they try to get help.

Women often report that the perpetrator tries to confuse them—for example, they might say she has had her medication when she doesn't think she has, or that she has had a drink when she has not.

If someone withholds important information or makes decisions without a woman's input, and they don't have a legal responsibility to act on behalf of the woman, this is a form of violence. Emotional violence can also include behaviour like hiding a woman's crutches or cane, or taking away her wheelchair, or forcing her to wear something like a hearing aid or a prosthetic when she doesn't want to.

Destroying or threatening to destroy a woman's possessions, or something which she needs so she can live independently, are forms of emotional violence. So is threatening to hurt her pets or her guide dog.

**Social Violence**

Someone who is being violent might try to control everything a woman does. They might stop her from seeing her family or her friends. They might make her very isolated or make it hard for her to talk by not helping her with communication aids.
Financial Violence

Sometimes the perpetrator might take control of a woman's money against her will and with no legal responsibility to act on her behalf. They may stop the woman from having any money, they may exclude her from decisions about money (even when it is her money) or they might make her account for every cent she spends. This is domestic violence.

For women with an acquired brain injury or disability, financial abuse is described as common. A woman may have got a payout after an accident and "caring" friends or relatives show up suddenly to help. Once the perpetrator has control of the money, intimidation and violence helps them to keep it.

Women With Disabilities May Be Targeted For Domestic Violence.

There are many myths and stereotypes about women with disabilities which can affect the way they are treated and responded to by society. These myths can be very damaging and can contribute to the cycle of violence as it is experienced by women with disabilities. Some of these myths include:

- women with disabilities are dependent on other people for survival
- women with disabilities are passive and compliant
- women with disabilities are asexual
- women with disabilities are promiscuous
- no-one would hurt a woman with a disability and
- women with disabilities should be grateful for sexual advances
It is often because of these myths that women with disabilities are denied access to education and important information. As a result, a woman may not know about domestic violence, nor that many forms of domestic violence are a crime. Similarly, she may not know that she does not have to live with it and that there are services which can help. Lack of education can also limit a woman's opportunity for employment and an independent lifestyle. Many women with a disability live in poverty. This lack of funds contributes to social isolation and makes a woman financially dependent, often on the perpetrator.

Sometimes a belief in society's myths can mean that women with disabilities are not believed if they disclose their experience of domestic violence. People such as doctors, police, spouses, family and carers may deny that the woman's story is credible. A perpetrator may target a woman with a disability because they know that it is not easy for her to get help. This makes the woman more vulnerable to violence and less able to do anything about it. Research also indicates that the life experiences of some women with disabilities can make them more likely to experience domestic violence. For example:

- If a woman lives in an institution, the institutional setting can be isolated from public scrutiny, a woman's privacy may be restricted, and access to outside services and help can be even more limited. This can make her more vulnerable to violence.
- A woman with a disability may be dependent on a carer to provide some, or all, of her needs. The carer may be the person who is abusing the woman.
• If a woman is unable to speak, she may be seen as an "easy target" by the perpetrator.

Joanne's Story

I had told so many people. I told my doctor, the disability worker, my mother. They just couldn't seem to understand or they didn't believe me. Or maybe they didn't know what to do. I don't know. Anyway they didn't help. It just got too much in the end. So one day when I was out at the shops, I rang up the disability worker and said "I am at the shop. I am not going home. You come and get me." She tried to talk me into going home but I just refused.

Well I had had enough. I was tired of the violence. He made it seem like everything was too much. If I asked for a drink, he complained. If I asked him to move my chair, he complained. Everything he did for me, he made it seem like it was such a burden. I was sad and tired and sick of it. In the end, the disability worker came and got me. She didn't take me home. The service found another place for me to stay and help with my care needs. I feel safe at last.

How Does Domestic Violence Impact On Women With Disabilities?

Domestic violence can have a profound impact on any woman. Responses can range from depression, anxiety, self-blame, shame and self-harming behaviour to low self-esteem, isolation and flashbacks. There are few studies which document the effects of domestic violence
on women with a disability. Those that have been done suggest that women with disabilities suffer the same profound effects of domestic violence as women without a disability. In addition, they may face the devastating experience of finding no support when they seek help.

**Barriers To Getting Help.**

Many women find it hard to get help about domestic violence and most women find it hard to leave. This may be because of factors within the woman herself, such as fear or shame, or strong commitment to the relationship or to the abusive person. Or it may be because of barriers such as inadequate transport, inadequate finances, lack of information, concerns about confidentiality and so on.

For women with disabilities, these barriers are often compounded. Women who have tried to get help to stop the violence have reported that the following responses are common:

- No-one believes their story
- Service providers discriminate against them
- Accessible transport is not available
- Referrals are often not appropriate to the woman's needs
- Services are often not accessible to women with disabilities so they feel they have nowhere to go.

Some barriers to accessing a service which women with disabilities have experienced include: information about the service is not accessible; workers do not have the skills to provide an appropriate service to women with disabilities; the premises are not physically accessible; attendant care is not available; the attitudes of staff are
sometimes discriminatory and not inclusive of women with disabilities.
Section Three
How Services Can Help

Women with disabilities have the same rights to live safe from violence and free from fear as every other woman. Women with disabilities do not have "special" needs. They have different needs. Your service can provide help to women with disabilities who want to escape domestic violence. If a woman with a disability is calling your service because she is experiencing domestic violence, then it is help about domestic violence that she needs and not help with her disability.

Women with disabilities need the same information and help as any other woman experiencing domestic violence. They want to know:
- what is happening to them
- how they can feel safe again
- what they can do
- where they can go
- what will happen to their children

Like all women who are experiencing domestic violence, women with disabilities need someone to believe what they are saying and to support them so they can make decisions about what to do.

Preparing Your Service.

To make sure that your service can provide a woman with a disability with the help she needs, it may be necessary to do some preparatory "set-up" work. Your
service might need to gather information and make sure the service is accessible.

**Gather Information**

Sometimes women with disabilities may want information that you currently do not have at your fingertips. Now is an appropriate time to gather it. To provide an effective service to women with disabilities, here are some things your service might need to know. In your State or Territory, find out:

- Which refuges (shelters or safe houses) are physically accessible.
- If the refuge is a long way away from the woman, is there any financial provision for her to travel there or can the refuge pick her up?
- What transport is available for a woman using a wheelchair and how easily or quickly can it be accessed? (Remember to consider metropolitan, regional and rural locations.) How much does the transport cost and does the transport provider have any provision for an emergency?
- What services are available in your State or Territory which can provide a woman with short or long-term personal care needs—for example, are there Home and Community Care services available?
- In your State or Territory is there any crisis funding or funding available to help a woman escape from a violent situation? Would this allow for use of an accessible taxi?
- If a woman with a disability needs an income, what are her options—for example, what is available from Centrelink, and what are the contact details for employment services for people with a disability?
• What housing options are available? This may include general emergency housing (short or long-term) as well as specific provisions for women with disabilities.
• What are the relevant laws which a woman with a disability can use to get protection from violence?
• What support groups, self-help groups and/or advocacy groups or networks are available for women with disabilities? Are there any specifically for women with disabilities who are experiencing domestic violence? Do they have a phone or TTY contact? Do they have a website? If they meet, are the venues accessible?
• What disability services and resources are available in your community (ie: Auslan interpreter service, communication assistance)?
• What are the gaps in services? Is there a mechanism to feed gaps in services back to the relevant agency/government department?

Make Sure Your Service Is Accessible

An accessible service has a number of dimensions. An accessible service:
• is physically accessible
• is able to communicate with a range of women and in a range of ways
• trains staff so they are aware of and sensitive to the issues facing women with disabilities
• develops policies and procedures, and fosters staff attitudes, that are inclusive of diversity
• makes sure that all women can afford to use the service if they want to.
To make sure your service is accessible, you may need to:

- Provide training for staff. If you are a domestic violence service, train staff on issues facing women with disabilities. If you are a provider of disability services, train staff about domestic violence. If you are some other type of service, train staff on both issues.

- Install facilities or use services which improve your service's capacity to communicate with a range of women—for example, install a Telephone Typewriter (TTY), use AUSLAN interpreters, and provide hearing loops and private interview rooms.

- Be aware of different ways of communicating. Provide training on different communication methods so staff can understand what is being said and can make themselves understood. Also provide training on how to use a TTY and how to book and use Auslan and ethnic language interpreters. Find out if there is an agency that can provide a communication assistant for when women use alternatives to speech communication.

- Be aware that some women may have an advocate or carer who may call on their behalf or accompany them for support. Also be aware that sometimes the carer is the person who is abusing the woman. There is no easy solution to this except to make sure the woman is being listened to and understood.

- Whenever your service produces information, make sure women with a range of disabilities can use it and that it will be distributed to places where women with disabilities will see it.
Providing Help To Women With Disabilities.

Now your service is ready. If a woman with a disability contacts your service for help because of domestic violence, respond in the same way as you would any other woman. That is:

- Listen to her story
- Believe her
- Stress the need for the woman (and her children) to be safe
- Stress that the violence is not her fault and try to reduce anxiety and blame
- Acknowledge and validate her fears
- Explore options (using information appropriate to her needs and culture)
- If the woman has children, consider their needs and plan for their safety too
- Encourage the woman to make her own decisions for herself and her children Provide whatever support the woman needs to do this
- If the woman wants to take action, help her to develop a plan
- If you need to refer her, make sure the referral is accurate and appropriate

Using The Law To Protect Women With Disabilities From Domestic Violence

The laws that protect women from domestic violence usually state that the perpetrator must have a
particular relationship to the victim. In most States and Territories this relationship is defined as a current or past spouse or partner. In some jurisdictions the perpetrator could also be another family member, a carer or a housemate. Although women with disabilities continue to lobby for change, most legislation protecting women from domestic violence does not reflect the breadth of their experience.

In most States and Territories a woman who is experiencing violence that is perpetrated by a worker, a service provider or a carer who is not a family member would not be protected by the usual domestic violence laws even if the violence is perpetrated where she lives. Each State and Territory will need to investigate what recourse there is in current laws to provide women with disabilities the same protection as a domestic violence Protection Order provides—for example, could a Personal Violence Order be used instead?

You could contact the Attorney General's Department in your State or Territory and ask them to assist you. Or work with your nearest women's legal service or domestic violence legal service and investigate further. And, of course, join with Women with Disabilities Australia (WWDA) in lobbying for changes.

- If a woman with a disability needs an income, what are her options—for example, what is available from Centrelink, and what are the contact details for employment services for people with a disability?
• What housing options are available? This may include general emergency housing (short or long-term) as well as specific provisions for women with disabilities.
• What are the relevant laws which a woman with a disability can use to get protection from violence?
• What support groups, self-help groups and/or advocacy groups or networks are available for women with disabilities? Are there any specifically for women with disabilities who are experiencing domestic violence? Do they have a phone or TTY contact? Do they have a website? If they meet, are the venues accessible?
Section Four

WWDA recognises that printed Service Directories can quickly become outdated. WWDA has therefore made this Services Directory available in its entirety in the WWDA Online Information & Referral Directory. The Directory is updated regularly and can be accessed via WWDA's website at www.wwda.org.au

Services Directory

All States & Territories Emergency Numbers

EMERGENCY (POLICE, AMBULANCE, FIRE BRIGADE)
Ph: 000
TTY: 106
Speech to Speech Relay Service Ph: 1800 555 727
From Mobile with no network coverage Ph: 112

KIDS HELPLINE Ph: 1800 551 800 (24hr)

LIFELINE Ph: 131 114 (24hr)

NATIONAL RELAY SERVICE
Ph: 133 677 (24hr Using a modem or TTY)
or Ph: 1300 555 727 (24hr Speech to Speech Relay Service for callers with a speech/communication impairment)

TELEPHONE INTERPRETER SERVICE
Ph: 131 450 (24hr)
VIOLENCE AGAINST WOMEN. AUSTRALIA SAYS NO. National Helpline Ph: 1800 200 526 (24hr)

State And Territory Crisis/Emergency Numbers

Australian Capital Territory

Canberra Emergency Accommodation Service Crisis Line Ph: (02) 6257 2333 (24hr)

Canberra Rape Crisis Centre Ph: (02) 6247 2525 (24hr) or TTY: (02) 6247 1657 (9.00am—5.00pm Mon—Fri)

Child Abuse Prevention Service Ph: 1800 688 009 (24hr) or TTY: (02) 9716 8000 (24hr)

Child Protection Ph: 1300 556 729 (24hr)

Domestic Violence Crisis Service Ph: (02) 6280 0900 (24hr) or TTY: (02) 6228 1852 (24hr)

New South Wales

Child Abuse Prevention Service Ph: 1800 688 009 (24hr) or TTY: (02) 9716 8000 (24hr)

Department of Community Services Help Line (Child Abuse) Ph: 13 21 11 (24hr)

Homeless Persons Information Service Ph: (02) 9265 9087
NSW Domestic Violence Line Ph. 1800 656 463 (24hr) or TTY: 1800 671 442 (24hr)

Rape Crisis Ph: 1800 424 017 (24hr); Online Counselling: www.nswrapecrisis.com.au (24hr)

Victims of Crime Support Line Ph: (02) 9374 3000 or 1800 633 063 or TTY: (02) 9374 3175

Northern Territory

Child Abuse Prevention Service Ph: 1800 688 009 (24hr)

Crisis Line Ph: 1800 019 116 (24hr)

Domestic Violence Counselling Service Ph: (08) 8945 6200 (9am-5pm weekdays) or 1800 019 116 (ah)

Family & Children's Services—Child Protection Ph: 1800 700 250 (24hr)

Sexual Assault Referral Centre Ph: (08) 8922 7156 (24hr)

Queensland

Child Abuse Prevention Service Ph: 1800 688 009 (24hr)

Child Safety After Hours Service Centre Ph: (07) 3235 9999 (24hr) or 1800 177 135 (24hr)

Domestic Violence Line (dvconnect) Ph: 1800 811 811 (24hr)
Domestic Violence (dvconnect) Men's Line Ph: 1800 600 636 (10.00am-6.00pm weekdays)

Statewide Sexual Assault Help Line Ph: 1800 010 120 (24hr)

South Australia

Child Abuse Report Line Ph: 131 478

Child Abuse Prevention Service Ph: 1800 688 009 (24hr)

Crisis Care Unit Ph: 131 611 (4pm-9am weekdays; 24hr weekends)

Domestic Violence Crisis Service Ph: 1300 782 200 (24hr)

Domestic Violence Helpline Ph: 1800 800 098 (24hr)

Yarrow Place Rape and Sexual Assault Service Ph: (08) 8226 8787 (24hr) or 1800 817 421 (24hr)

Tasmania

Child Abuse Prevention Service Ph: 1800 688 009 (24hr)

Child Protection Advice and Referral Service Ph: 1300 737 639 (24hr)
Emergency Accommodation Helpline Ph: 1800 243 232 (bh) or 1800 800 588 (5pm-9am weekdays; 24hr weekends; public holidays)

Family Violence Counselling and Support Service Ph: 1800 608 122 (24hr)

Family Violence Response and Referral Line (Safe at Home) Ph: 1800 633 937 (24hr)

Sexual Assault Support Service Ph: (03) 6231 1817 (24hr)

Victoria

After Hours Child Protection Emergency Service Ph: 131 278 (24hr)

Centre Against Sexual Assault Ph: 1800 806 292 or TTY: (03) 9635 3620 (9.00am—5.30pm) or TTY: (03) 9344 2744 (5.30pm—9.00am)

Child Abuse Prevention Service Ph: 1800 688 009 (24hr)

Women's Domestic Violence Crisis Service Ph: (03) 9373 0123 (24hr) or 1800 015 188 (24hr)

Western Australia

Child Abuse Prevention Service Ph: 1800 688 009 (24hr)
Crisis Care Ph: (08) 9223 1111 (24hr) or 1800 199 008 (24hr) or TTY: (08) 9325 1232 (24hr)

Sexual Assault & Resource Centre Ph: (08) 9340 1828 (24hr Crisis Line)
Ph: (08) 9340 1899 (24hr Counselling Line) or 1800 199 888 (24hr)

Women's Domestic Violence Helpline Ph: (08) 9223 1188 (24hr) or 1800 007 339 (24hr)

National Services And Organisations

Australian Centre for the Study of Sexual Assault (ACSSA)
Aims to improve access to current information and resources in order to assist those committed to working against sexual assault.
Ph: (03) 9214 7888
Fax: (03) 9214 7839
Email: acssa@aifs.gov.au
Web: www.aifs.gov.au/acssa

Australian Domestic and Family Violence Clearinghouse
A national resource on issues of domestic violence and family violence. It provides a central point for the collection and dissemination of Australian domestic and family violence policy, practice and research.
Ph: (02) 9385 2990 or 1800 753 382
TTY: (02) 9385 2995
Fax: (02) 9385 2993
Email: clearinghouse@unsw.edu.au
Web: www.austdvclearinghouse.unsw.edu.au
Australian Federation of Homelessness Organisations (AFHO)
AFHO is the national peak body working to prevent and respond to homelessness in Australia. Single men and women, families, young people and women escaping domestic violence are all represented through the founding members of AFHO.
**Ph:** (02) 6247 7744  
Fax: (02) 6247 1649  
Email: afho@afho.org.au  
Web: www.afho.org.au

Australian Institute of Criminology (AIC)
Australia's pre-eminent national crime and criminal justice research agency.
**Ph:** (02) 6260 9200  
Fax: (02) 6260 9201  
Web: www.aic.gov.au

Australian Institute of Family Studies (AIFS)
The AIFS is an independent statutory authority established to promote the identification and understanding of factors affecting marital and family stability in Australia.
**Ph:** (03) 9214 7888  
Fax: (03) 9214 7839  
Email: library@aifs.gov.au  
Web: www.aifs.gov.au

Australian National Disability Abuse & Neglect Hotline
Receives reports of abuse and neglect of people with disability using government-funded disability services and refers allegations to appropriate government
agencies for investigation. Reports of abuse and neglect in other situations are also accepted and callers are referred to other forms of assistance as appropriate.

**Ph: 1800 880 052**  
TTY: 1800 301 130  
Fax: (02) 9318 1372  
Email: enquiries@disabilityhotline.org  
Web: www.disabilityhotline.org

**Coalition Against Trafficking in Women Australia (CATWA)**  
CATWA is organised to bring international attention to all forms of sexual exploitation, including trafficking in women, prostitution, pornography, sex tourism, mail order bride-selling, incest and rape.  
**Ph: (03) 8344 7162**  
Fax: (03) 8344 7906  
Email: s.jeffreys@politics.unimelb.edu.au  
Web: http://mc2.vicnet.net.au/home/catwaust/files/index.htm

**National Association of Services Against Sexual Violence (NASASV)**  
NASASV comprises organisations and workers across Australia responsible for the provision of services to victim/survivors of sexual violence. NASASV ensures continuing communication and advocacy at a National level in pursuit of high quality service provision to victim/survivors of sexual violence, with an ultimate goal of the elimination of sexual violence in the community.  
**Ph: (02) 9819 7357**  
Web: www.nasasv.org.au
National Child Protection Clearinghouse (NCPC)
Collects, produces and distributes information and resources, conducts research, and offers specialist advice on the latest developments in child abuse prevention, child protection and associated violence.

**Ph:** (03) 9214 7888
**Fax:** (03) 9214 7839
**Email:** ncpc@aifs.gov.au
**Web:** www.aifs.gov.au/nch/nch_menu.html

Project Respect
An Australian non-government organisation which challenges exploitation of and violence against women in the sex industry. Project Respect conducts outreach and offers services to women in brothels especially where there is a high concentration of women from non-English speaking backgrounds.

**Ph:** (03) 9416 3401
**Fax:** (03) 9417 0833 (please ring before faxing)
**Email:** info@projectrespect.org.au
**Web:** www.projectrespect.org.au

Women's Safety Agenda—Elimination of Violence
The "Women's Safety Agenda—Elimination of Violence" is the Australian Government's initiative to eliminate domestic violence and sexual assault in the Australian Community. The Women's Safety Agenda addresses four broad themes—prevention, health, justice and services. Together they aim to decrease the impacts of domestic violence and sexual assault upon the community by increasing attention on preventing violence and early intervention and support for those affected by violence.

**Ph:** 1800 808 863
**Fax:** (02) 6212 9572
Women's Services Network (WESNET)
WESNET is a national women's peak advocacy body which works on behalf of women and children who have experienced domestic and family violence. WESNET represents a range of organisations and individuals including women's refuges, safe houses and information/referral services.
Ph: (02) 6247 1616
Fax: (02) 6247 1649
Email: wesnet@wesnet.org.au
Web: www.wesnet.org.au

State/Territory Services And Organisations

Australian Capital Territory

Domestic Violence Services Australian Capital Territory

ACT Domestic Violence Prevention Council (ACT DVPC)
An independent statutory body established to advise on matters relating to domestic violence and to promote interagency collaboration to prevent domestic violence.
Ph: (02) 6207 0500
Fax: (02) 6217 4501
Email: dvpc@act.gov.au
Domestic Violence Crisis Service ACT
Provides crisis intervention, advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships.
Ph: (02) 6280 0900 (24hr)
TTY: (02) 6228 1852 (24hr)
Email: admin@dvcs.org.au
Web: www.dvcs.org.au

Elder Abuse Prevention Information Line
Provides support, information and referral to services that may assist with abusive situations. This service is available to anyone concerned about elder abuse.
Ph: (02) 6205 3535

Women's Information and Referral Centre (WIRC)
Provides a free and confidential information referral and support service to all women and their families on any issue. WIRC also provides a Domestic Violence Support Group.
Ph: (02) 6205 1075 or (02) 6205 1076
Fax: (02) 6205 1077
Email: wirc@act.gov.au
Web: www.wirc.act.gov.au

Sexual Assault Services Australian Capital Territory

Australian Federal Police Sexual Assault Team
Ph: (02) 6256 7777
Canberra Rape Crisis Centre
Offers a 24 hour crisis line for victims/survivors of any recent and past sexual crimes such as sexual assault, indecent assault, sexual harassment etc. Also offers crisis appointments, callouts, face to face counselling, support groups, and community education.
Ph: (02) 6247 2525 (24hr Crisis Line)
TTY: (02) 6247 1657 or (02) 6247 8071 (Admin)
Email: crcc@rapecrisis.org.au
Web: www.rapecrisis.org.au

Forensic & Medical Sexual Assault Care (FAMSAC)
Provides forensic examination and medical care following sexual assault. Referral provided for sexual assault counselling. Free and confidential information and treatment.
Ph: (02) 6244 2222 (24hr)
Web:
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Women's Refuges Australian Capital Territory

Beryl Women's Refuge
Crisis accommodation for women with children escaping domestic violence.
Ph: (02) 6247 5689

Canberra Emergency Accommodation Service Crisis Line
Provides crisis referral and information for people who are facing homelessness. Assist people via advocacy, referral, direct assistance, outreach support and brokerage. CEAS has information updated daily on availability of beds in crisis accommodation.
Caroline Chisholm Women's Refuge
Accommodation for women with children in crisis.
Ph: (02) 6286 2173

Doris Women's Refuge
Crisis accommodation for women with accompanying children escaping domestic violence. A modified unit is available for women with disabilities and their children.
Ph: (02) 6278 9999 (24hr)

Gunyah Women's Housing (NSW)
Supported medium to long term accommodation for women with children facing homelessness.
Ph: (02) 6297 5827

Heira House
Short term crisis accommodation for women aged over 18 with no children.
Ph: (02) 6247 2399

Inanna
Short term to medium term supported accommodation. For women over 18, either single or with children.
Ph: (02) 6295 3323

Louisa Women's Centre (Queanbeyan)
Crisis accommodation for women with children escaping domestic violence.
Ph: (02) 6299 4799
Lourdes Women's Refuge (NSW)
Accommodation for women with or without children (cannot accommodate boys older than 7 yrs).
Ph: (02) 6297 1296

Lowana Young Women's Service
Accommodation for single young women aged between 15—18 years.
Ph: (02) 6231 3297

Monica House
Accommodation for women and children.
Ph: (02) 6239 5166

Northside Women's Supported Accommodation Program
Accommodation for women escaping domestic violence with or without children, including teenage sons.
Ph: (02) 6249 1113

Toora Inc
24 hour service for women over16 yrs, single without children and homeless for any reason.
Ph: (02) 6247 2399

Women's Housing Program
Offers medium term supported accommodation for women escaping domestic violence with or without children.
Ph: (02) 6288 3038
New South Wales

Domestic Violence Services New South Wales

Benevolent Society Domestic Violence Team
Provides advocacy, counselling, referral and support. Covers Camden and Campbelltown areas.
Ph: (02) 4627 2792

Binaal Billa Family Violence Legal Service (Forbes)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (02) 6851 5111

Bourke Family Violence Prevention Service
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (02) 6872 2440

Carrie's on High (Maitland Women's and Children's Centre)
Domestic violence outreach program to meet the demand of women and children in the Maitland and
surrounding areas. Can also assist with access to crisis accommodation and support.

**Ph:** (02) 4934 2585  
**Fax:** (02) 4934 5192  
**Email:** onhigh@tpg.com.au

**Cooma Monaro Crisis Service**  
Emergency accommodation for persons who are homeless for any reason or needing time out in life crisis. Domestic violence support, information, referral and advocacy.  
**Ph:** (02) 6452 6174 (24hr)  
(02) 6452 7664

**Domestic Violence Advocacy Service (DVAS)**  
Statewide community based organisation whose sole brief is the area of domestic violence. Provides a free confidential legal service for women experiencing domestic violence.  
**Ph:** (02) 8745 6999  
**1800 810 794 (Rural Freecall)**  
**TTY:** 1800 626 267  
**Fax:** (02) 9682 3844  
**Email:** dvas@dvas.org.au  
**Web:** www.dvas.org.au

**Domestic Violence Line (Department of Community Services)**  
Statewide freecall number available 24 hours, seven days a week. Provides telephone counselling, information and referrals for people who are experiencing or have experienced domestic violence. It helps with transport, emergency accommodation and other relevant support.  
**Ph:** 1800 656 463 (24hr)
TTY: 1800 671 442  
Web:  

**Domestic Violence Support Service**  
Provides crisis accommodation, education, advocacy, support, referrals, counselling, court support, domestic violence support groups. Services the Ulladulla and Sussex Inlet region.  
**Ph:** (02) 4454 0407

**DVlink NSW**  
Information and resources portal for people working with people affected by domestic violence in New South Wales. It is hosted by the NSW Attorney General's Department.  
**Ph:** (02) 9716 2061  

**Education Centre Against Violence**  
Statewide service which provides specialised training, consultancy and resource development to NSW Health and interagency workers who provide services to children and adults who have experienced sexual assault, domestic violence and / or physical and emotional abuse and neglect.  
**Ph:** (02) 9840 3737  
Fax: (02) 9840 3754  
Email: ecav@wsahs.nsw.gov.au  

**Enough is Enough Anti Violence Movement Inc**  
Provides counselling, support, referrals, education and court support for victims of crime.
Ph: (02) 9542 4029
Email: team@enoughisenough.org.au
Web: www.enoughisenough.org.au

**Immigrant Women's Speakout Association NSW**
Peak body representing the ideas and issues of immigrant and refugee women in NSW. Provides direct services including in the areas of domestic violence and employment, education and training.
**Ph: (02) 9635 8022**
Fax: (02) 9635 8176
Email: women@speakout.org.au
Web: www.speakout.org.au

**Lifecare Counselling**
Provides support groups, counselling for women and children affected by domestic violence. Services Bankstown, Campbelltown, Kingswood and Sydney.
**Ph: 1300 130 225**

**Manly Warringah Women's Resource Centre**
Provides counselling, support, information, referral, DV Court support and services for children who are victims of domestic violence. Services the Dee Why area.
**Ph: (02) 9971 4499**

**Many Rivers Violence Prevention Unit**
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
**Ph: (02) 6562 5856**
(02) 6562 5867
The Deli Women and Children's Centre Inc
Provides support groups, information, referral, counselling and assistance with AVO's. Services the East Lakes area.
Ph: (02) 9667 4664
Web: www.thedeli.org.au

Thiyama-li Family Violence Service Inc (Moree)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (02) 6751 1400

Walanbaa Yinnar Wahroo—Walgett Family Violence Prevention Unit
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (02) 6828 3143

Sexual Assault Services New South Wales

NSW Health Sexual Assault Services
NSW Health Sexual Assault Services are based in hospitals or community health centres across NSW. They are staffed by specially trained counsellors. They provide a range of services including: 24 hour crisis
counselling, medical care and forensic tests; checks for infections, and pregnancy testing; counselling; information; advice, referral and support. Details on the locations of NSW Health Sexual Assault Services are available from the NSW Rape Crisis Centre or via their website.

**Ph:** (02) 9819 7357  
**Fax:** (02) 9819 6295  
**Email:** info@nswrapecrisis.com.au  
**Web:** www.nswrapecrisis.com.au

**NSW Rape Crisis Centre**  
NSW Rape Crisis Centre is a state-wide 24 hour telephone crisis, support and referral service for women who have experienced sexual violence. Online counselling is also provided by the Centre. The Centre is committed to upholding the rights of women to live in a socially just, equitable and non violent society.  
**Ph:** 1800 424 017 (24hr Counselling Line)  
**(02) 9819 7357 (Admin)**  
**Fax:** (02) 9819 6295  
**Email:** info@nswrapecrisis.com.au  
**Web:** www.nswrapecrisis.com.au

**Women's Refuges New South Wales**

**NSW Women's Refuges**  
For information and contact details of women's refuges in New South Wales, contact the Department of Community Services Domestic Violence Line, which is a statewide free-call number and is available 24 hours, seven days a week.  
**Ph:** 1800 656 463 (24hr)  
**TTY:** 1800 671 442
Homeless Persons Information Centre (HPIC)—City of Sydney Local Government Authority
HPIC helps homeless people and agencies working with homeless people by providing: immediate advice and information; referral to crisis accommodation; referral to support services.
Ph: (02) 9265 9087
1800 234 566
(9am—10pm Monday to Sunday)
TTY: (02) 9265 9276
Fax: (02) 9265 9639

NSW Women's Refuge Resource Centre
Central contact for the New South Wales Women's Refuge Movement (W.R.M) a network of 55 women's refuges situated across NSW providing support and accommodation for women and children escaping domestic violence.
Ph: (02) 9698 9777
Fax: (02) 9698 9771
Email: admin@wrrc.org.au
Web: www.wrrc.org.au

Northern Territory

Domestic Violence Services Northern Territory

Aboriginal Women's Outreach Unit (AWOU) (Darwin)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court
support, counselling, child protection, information and referral.
**Ph:** (08) 8982 3000

**Central Australian Aboriginal Family Legal Unit**
(CAAFLU) (Alice Springs)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
**Ph:** (08) 8953 6355

**Domestic & Personal Violence Protection Units**
The Domestic and Personal Violence Protection Units are run by Northern Territory Police to offer assistance and advice to persons involved in, or a party to, domestic violence.
**Ph:** (08) 8948 0110 (Darwin)
(08) 8951 8859 (Alice Springs)

**Domestic Violence Crisis Line**
The Domestic Violence Crisis Line provides free, 24hr confidential crisis support.
**Ph:** **1800 019 116**

**Domestic Violence Counselling Services**
Provide domestic violence counselling, information, support and referral.
**Ph:** (08) 8952 6048 (Alice Springs)
(08) 8945 6200 (Darwin)
(08) 8979 9999 (Jabiru)
(08) 8972 1733 (Katherine)
(08) 8987 0403 (Nhulunbuy)
(08) 8962 1011 (Tennant Creek)

Domestic Violence Legal Service (Northern Territory Legal Aid Commission)
Offers free legal advice and assistance for victims and people at risk of domestic violence.
Ph: (08) 8999 3000  
Fax: (08) 8999 3099  
Web: www.ntlac.nt.gov.au

Katherine Aboriginal Families" Support Unit (KAFSU)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 8972 3200

Ngaanyatjarra Pitjantjatjara Yankunytjatjara Family Violence Prevention Legal Service (Alice Springs)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 8958 2345

Regional Aboriginal Family Violence Unit (RAFVU) (Darwin)
Provides assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal
assistance, case work and court support, counselling, child protection, information and referral.

Ph: (08) 8982 3000

Sexual Assault Services Northern Territory

Alice Springs Sexual Assault Referral Centre
Ph: (08) 8951 5880

Darwin Sexual Assault Referral Centre (SARC)
Ph: (08) 8922 7156 (24hr)

Katherine Sexual Assault Counsellor
Ph: (08) 8971 0777

Ruby-Gaea Darwin Centre Against Rape
Ph: (08) 8945 0155

Tennant Creek Sexual Assault Counsellor
Ph: (08) 8962 4364

Women's Refuges/Crisis Accommodation Northern Territory

Alice Springs Women's Shelter
Ph: (08) 8952 6075

Anglican Lodge (Alice Springs)
Crisis accommodation for women over 16 with no children.
Ph: (08) 8952 3108

Anglicare NT (Katherine)
Crisis accommodation for women and children.
Ph: (08) 8972 1571

Catherine Booth House (Darwin)
Ph: (08) 8981 5928
(Crisis Care Resource Centre)
(08) 8947 0633
(08) 8947 3166

Crisis Accommodation Gove (Nnulunbuy)
Ph: (08) 8987 1166

Darwin Aboriginal and Islander Women's Shelter
Ph: (08) 8945 2284

Dawn House Women’s and Children's Shelter (Darwin)
Crisis accommodation and support service for women with children only who are escaping domestic violence.
Ph: (08) 8945 1388

Katherine Women's Crisis Centre
Ph: (08) 8972 1332

Missionaries of Charity (Darwin)
Crisis accommodation for women with or without children (cannot accommodate boys older than 7 years).
Ph: (08) 8981 3428

Oakley House/Stanley House (Darwin)
Ph: (08) 8945 3774

Palmerston Family Crisis Accommodation and Support Service (Darwin)
Crisis accommodation for families escaping domestic violence.
Ph: (08) 8932 9155

Sommerville Youth and Family Services (Katherine)
Crisis accommodation for 12-24 year olds with or without families.
Ph: (08) 8971 1107

Tennant Creek Women's Refuge
Ph: (08) 8962 1940

YMCA Casey House Youth Refuge (Darwin)
Ph: (08) 8948 2044
1800 799 226

Youth Accommodation Services (Alice Springs)
Crisis accommodation for 15-18 year olds.
Ph: (08) 8953 4200
(08) 8953 4096

Queensland

Domestic Violence Services Queensland

Brisbane Domestic Violence Advocacy Service (BDVAS)
Provides a range of services for women, children, families and other individuals who are affected by domestic violence and family violence.
Ph: (07) 3217 2544
Fax: (07) 3217 2679
Email: admin@dvrc.org.au
Web: www.dvrc.org.au/advocacy-service.html
Bundaberg and District Women's Domestic Violence Service Inc
Provides crisis accommodation, court support, support groups and outreach services. Services the Bundaberg, Childers and Gayndah areas.
Ph: (07) 4153 6820

Caboolture Regional Domestic Violence Service
Provides counselling, crisis support, court assistance, information, education and referral to those affected by domestic & family violence.
Ph: (07) 5498 9533
Web: www.crdvs.org.au

Cairns Regional Domestic Violence Service Inc
Provides a confidential and free service for family members suffering from domestic violence. Provides counselling, support, information, referral.
Ph: (07) 4040 6100
Web: www.dvcairns.org

Domestic & Family Violence Prevention Service (Toowoomba)
Provides crisis and ongoing counselling for victims of domestic violence and children affected by domestic violence; information, referral to crisis accommodation, legal aid, court support.
Ph: (07) 4639 3605

Domestic Violence Prevention Centre Gold Coast
Provides a range of services and supports including crisis intervention, counselling and groups for women and children, court assistance, men's programs, community education and training, and community awareness activities.
Ph: (07) 5532 9000 (Counselling)
(07) 5591 4222 (Admin)
Email: info@domesticviolence.com.au
Web: www.domesticviolence.com.au

Domestic Violence Resource Service Inc (Mackay & Region)
Provides counselling and support, information and referral for women and children who have witnessed or suffered domestic violence.
Ph: (07) 4957 3888
Email: dvmackay@wackado.com.au

Domestic Violence Service of Central Queensland (Emerald)
Provides counselling, court support, advocacy, referral and resource service.
Ph: (07) 4982 4288
1800 808 688
Email: dvsocq@bigpond.com

DVConnect—Domestic and Family Violence Service Queensland
DVConnect provides the state-wide domestic and family violence telephone service across Queensland, comprising three specific services: dvconnect womensline; dvconnect serviceline; and dvconnect mensline. dvconnect womensline is the state-wide 24 hour, 7 day a week service to women and their children experiencing domestic and/or family violence. It provides crisis intervention, support, information, advocacy, telephone counselling, referrals and the statewide coordination of emergency refuge and shelter placements across Queensland.
East Cape York Family Violence Prevention Legal Unit Aboriginal Corporation (Cairns)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (07) 4030 0400

G(h)in.gil Family Violence Prevention Legal Service (Rockhampton)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (07) 4922 6711

Indigenous Family Violence Legal Outreach Unit (North Qld) (Townsville)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Immigrant Women's Support Service (IWSS)
IWSS is a crisis and support service which provides culturally appropriate support, information, short-term counselling and referral for women and children of non-English speaking background who are or have been in violent domestic situations and/or have experienced rape and/or sexual assault.

Ph: (07) 3846 3490 (bh) (Domestic Violence)
(07) 3846 5400 (Sexual Assault)
Fax: (07) 3844 8467 (Domestic Violence)
(07) 3846 5610 (Sexual Assault)
Email: mail@iwss.org.au
Web: www.iwss.org.au

Ipswich Women's Centre Against Domestic Violence (IWCADV)
The primary focus of the IWCADV is direct service provision to women and children survivors of domestic and family violence. This includes telephone information, referral and support services, court support for women, counselling services, group work and children's work.

Ph: (07) 3816 3000
Email: info@iwcadv.org.au
Web: www.iwcadv.org.au

Maruma-Li Mari Outreach Service (Roma)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.

Ph: (07) 4622 5230
Mt Isa Family Violence Prevention Service
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (07) 4749 5944

Northern Queensland Domestic Violence Resource Service (Townsville)
Provides information and support for victims of domestic violence including: assistance with protection orders, Court support, counselling, support groups and education programs, training in protective behaviours, groupwork with perpetrators.
Ph: (07) 4721 2888
Email: nqdvrs@nqdvrs.org.au

Queensland Centre for Domestic and Family Violence Research (CDFVR)
The CDFVR aims to contribute to the prevention of domestic and family violence by informing, promoting and supporting the actions of individuals, communities, services and governments through state-wide leadership in research, education and evaluation.
Ph: (07) 4940 7834
Email: enquiries@noviolence.com.au
Web: www.noviolence.com.au

Safe Women Queensland
The Safe Women Queensland service locator provides the contact details of government and community
organisations in Queensland that assist women who are experiencing—or have experienced—domestic, family or sexual violence.

**Ph: 1800 177 577**
Web: www.safewomen.qld.gov.au

**Suncoast Cooloola Outreach Prevention and Education (SCOPE) (Sunshine Coast)**
Scope has been established to reduce the occurrence of domestic and family violence throughout the region. It provides a range of services including: outreach workers; court support, workshops, groups, counselling, information, education and referral. Services the local government areas of: Cooloola, Noosa, Maroochy, Caloundra City.

**Ph: (07) 5479 5911**
Fax: 07 5479 5907
Email: scoperegdv@centacarebrisbane.net.au
Web: www.scopedv.org

**Women's Infolink**
Women's Infolink is the Office for Women's information and referral service, providing a statewide free and confidential information and referral service about community services and government agencies supporting women.

**Ph: 1800 177 577**
Email: info@women.qld.gov.au
Web: www.women.qld.gov.au

**Working Against Abuse Service (Roma)**
Offers assistance and support to victims of domestic and family violence including children. Services provided include: crisis intervention, support, court support, counselling, information and referral.
Ph: (07) 4622 5230
Email: dvs@romanc.org

Working Against Violence Support Service (WAVSS) (Logan)
Provides counselling for women and children, support and referral, safety planning, Protection Order assistance, legal information, education and information regarding domestic violence.
Ph: (07) 3808 5566
Email: wavss@wavss.org.au

Sexual Assault Services Queensland
Bayside Sexual Assault Service
Ph: (07) 3488 3111
(07) 3488 3558 (24hr Accident and Emergency Centre)

Brisbane Rape and Incest Survivors Support Centre (BRISSC)
Ph: (07) 3391 0004
Email: admin@brissc.com.au
Web: www.brissc.com.au

Brisbane Sexual Assault Service
Ph: (07) 3636 5206 (24hr Crisis Service)
(07) 3636 5207 (bh Counselling, Support & Referral)

Brisbane Sexual Health Clinic
Ph: (07) 3837 5611
Email: bshc@health.qld.gov.au

Caboolture Community Health
Ph: (07) 5433 8300
Cairns Sexual Assault Service
Ph: (07) 4031 3590

Centacare Emerald
Ph: (07) 4982 4358

Centre Against Sexual Violence Inc (Logan, Beenleigh, Beaudesert)
Ph: (07) 3808 3299
Email: admin@casv.com.au
Web: www.casv.com.au

Gladstone Womens Health Centre & Sexual Assault Service
Ph: (07) 4979 1456

Gold Coast Centre Against Sexual Violence Inc
Ph: (07) 5591 1164 (Crisis)
(07) 5591 2397 (Admin)
Web: www.stopsexualviolence.com

Immigrant Women's Support Service (IWSS)
Ph: (07) 3846 5400
Web: www.iwss.org.au

Mackay Sexual Health & Sexual Assault Service
Ph: (07) 4968 3919

Murrigunyah Aboriginal & Torres Strait Islander Corporation for Women
Ph: (07) 3290 4254

Townsville Thuringowa Sexual Assault Support Service
Ph: (07) 4775 7555
1800 657 501

Phoenix House (Bundaberg)
Ph: (07) 4153 4299
Web: www.phoenixhouse.com.au

Redcliffe Community Health
Ph: (07) 3897 6300

Rockhampton Rape Incest and Sexual Violence Centre (RRISC)
Ph: (07) 4922 6585
1800 017 382

Sexual Assault Support Service (Roma Health Service District)
Ph: (07) 4622 2277

Statewide Sexual Assault Helpline
Ph: 1800 010 120 (24 hour)

Sunshine Cooloola Services Against Sexual Violence Inc
Ph: (07) 5443 4711

Tablelands Sexual Assault Service
Ph: (07) 4091 4036

Toowoomba Sexual Assault Support Service
Ph: (07) 4616 6950
(07) 4616 6000 (Main Hospital)

West Moreton Women's Health
Ph: (07) 3202 2076 (24hr)
Whitsunday Sexual Assault Service  
Ph: (07) 4946 5211

Wide Bay Sexual Assault Assoc. Inc.  
Ph: (07) 4121 5999 (24hr)

Women Working Along-Side Women With Disabilities to Prevent Sexual Violence (WWILD-SVP)  
Ph: (07) 3262 9877  
Email: info@wwild.org  
Web: www.wwild.org

Zig Zag Young Women's Resource Centre Inc.  
(Camp Hill)  
Ph: (07) 3843 1823  
Email: info@zigzag.org.au  
Web: www.zigzag.org.au

Women's Refuges—Queensland  
For information and contact details of women's refuges in Queensland, contact DVConnect, the state-wide domestic and family violence telephone service across Queensland.  
Ph: (07) 3008 8294 (Admin)  
1800 811 811 (24hr dvconnect womensline)  
1800 600 636 (dvconnect mensline 7 days 9am-12am)  
Email: mail@dvconnect.org Web: www.dvconnect.org
South Australia

Domestic Violence Services South Australia

Ceduna Aboriginal Family Violence Prevention Legal Service (CAFVPLS)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 8625 3800

Central Eastern Domestic Violence Service
Supports women and children who are living with or escaping domestic and family violence and provides short and medium term supported accommodation, assistance with legal, financial issues, outreach support and domestic violence counselling.
Ph: (08) 8365 5033
Email: admin@cedvs.com.au
Web: www.dvsa.asn.au

Central Violence Intervention Program
The program offers specialist services to men, women and children. Services are tailored to meet the needs of each of the client groups and include: domestic violence counselling for both men and women, groups for men addressing their violent and abusive behaviour, support for women and children, information and referral, advocacy and liaison, assistance to access other services.
Central West Domestic Violence Service Inc.
Provides Stepping Stones Program for children aged 6-12 and their non offending parent who have previously lived with domestic violence. Short to medium term accommodation, support groups, court support, advocacy, information, risk assessment and counselling.
Ph: (08) 8268 7700

Coalition of Women’s Domestic Violence Services of South Australia Inc
The Coalition is a peak community based organisation representing domestic and family violence services in South Australia. The role of the Coalition is to provide a voice on domestic and family violence issues that is representative of member organisations and the women and children they serve.
Web: www.dvsa.asn.au

Crime Prevention Unit—Attorney General's Department
The role of the Crime Prevention Unit is broadly to encourage, support and enable South Australian communities to prevent crime and contribute to a safer society. Prevention of domestic and indigenous family violence is identified as a key result area for the Crime Prevention Unit.
Ph: (08) 8207 1659
Fax: (08) 8204 9883
Email: cpu@agd.sa.gov.au
Domestic Violence Crisis Service
The Domestic Violence Crisis Service provides: immediate professional counselling with an option for ongoing contact; assistance to leave an unsafe location; access to emergency accommodation; referral to shelter accommodation or outreach services; advocacy, information and advice; face to face counselling.
Ph: 1300 782 200
(Domestic Violence Crisis Service)
1800 800 098
(24hr Domestic Violence Helpline)

Kangaroo Island Domestic Violence Service
Based at the Cook Centre and provides support to people experiencing domestic and family violence.
Ph: (08) 8553 4231

Migrant Women's Support and Accommodation Service (MWSAS)
Provides free and confidential support services to migrant women and their children from diverse cultural backgrounds experiencing domestic violence.
Ph: (08) 8346 9417
Fax: (08) 8340 0978

Northern Domestic Violence Service (NDVS)
Provides information, domestic violence counselling for women and children, access to emergency accommodation, risk assessment and safety plans, practical assistance with legal, medical, financial and housing matters, women's groups, referral and advocacy, outreach. Covers the Salisbury, Playford, Gawler and Wakefield local government areas.
Ph: (08) 8255 3622
Riverland Domestic Violence Unit (RDVU)
Short term accommodation for women and children experiencing domestic violence, counselling, information and referral, community education, outreach services to the Riverland region.
Ph: (08) 8582 2100
Fax: (08) 8582 1224
Email: info@rdvu.com.au
Web: www.rdvu.com.au

South East Regional Domestic Violence Services
Provides safe accommodation, counselling, family court support, assistance with Restraint Order Applications, support groups, crisis support, outreach throughout the South East region.
Ph: (08) 8723 1385
Web: www.dvsasa.asn.au

Southern Domestic Violence Service
Supports women and children who are living with or escaping domestic and family violence and provides short term and medium term supported accommodation including cluster and community housing. Also provides counselling, support groups, assistance with legal, financial, parenting, welfare, and health matters, specialist support to children and young people.
Ph: (08) 8382 0066
Web: www.dvsasa.asn.au
Southern Domestic Violence Service (Aboriginal Service)
Provides assistance with legal, financial, parenting, welfare, health and housing matters for Aboriginal women and their children who are living with or have lived with domestic violence.
Ph: (08) 8297 9644

The Women's Housing Association
Provides safe and secure housing to survivors of domestic violence.
Ph: (08) 8349 4460
Web: www.dvsa.asn.au

Warndu Watlhilli-Carri Ngura Aboriginal Family Violence Legal Service (Port Augusta)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, counselling, child protection, case work and court support, information and referral.
Ph: (08) 8641 2195
1800 111 052

Women's Information Service
Provides free and confidential information, support and referral services for all women. Offers a wide range of services including Family Court Support to women who, after an abusive relationship, have to go to the Family Court.
Ph: (08) 8303 0590
1800 188 158
SMS: 0401 989 860
TTY: (08) 8303 0597
Yarredi Services—Port Lincoln Regional Domestic and Indigenous Family Violence Service
Provides a range of services including outreach, domestic violence counselling, crisis, transitional, and longer term accommodation options, support, advocacy, referrals, information, Rapid Response Program.
Ph: (08) 8683 0311
1800 110 617
Fax: (08) 8683 0405
Email: enquiry@yarredi.org.au
Web: www.yarredi.org.au

Sexual Assault Services South Australia

Dale Street Women's Health Centre
Provides a range of services including counselling, women's health clinic, adult survivors of childhood sexual abuse.
Ph: (08) 8444 0700
Fax: (08) 8447 7043

Northern Women's Community Health Centre
Provides a range of services including counselling, groups and workshops on a range of issues, women's health clinics.
Ph: (08) 8252 3711
Fax: (08) 8252 4922

SHINE SA (Statewide service)
SHINE SA is the lead sexual health agency in South Australia. It provides a wide range of services including
clinical services, therapeutic counselling services, information, education, resources and library services.

Ph: (08) 8300 5300 (East/West)
(08) 8252 7955 (Northern)
(08) 8325 8164 (Southern)
Web: www.shinesa.org.au

Southern Women's Community Health Centre
Provides a range of services including counselling and survivors of childhood sexual abuse support group.
Ph: (08) 8384 9555
Fax: (08) 8384 9557

Women's Health Statewide
Women's Health Statewide (WHS) is a statewide women's health service offering a range of services and programs to improve the health and wellbeing of women.
Ph: (08) 8239 9600
1800 182 098
1300 882 880 (Healthline)
Email: info@whs.sa.gov.au
Web: www.whs.sa.gov.au

Yarrow Place (Statewide service)
Yarrow Place is the lead public health agency responding to adult rape and sexual assault in South Australia. It provides: direct services to people who have been raped or sexually assaulted; advocacy; and education to prevent rape and sexual assault.
Ph: (08) 8226 8777
1800 817 421
(08) 8226 8787 (24hr Emergency)
Email: yarrowplc@mail.wch.sa.gov.au
Web: www.yarrowplace.sa.gov.au
Women's Refuges South Australia

Women's Refuges—South Australia
For information on shelter accommodation or outreach services in South Australia, contact the Domestic Violence Crisis Service or the 24 hr Domestic Violence Helpline.

Ph: 1300 782 200 (Domestic Violence Crisis Service)
1800 800 098 (Domestic Violence Helpline 24hr)

Tasmania

Domestic Violence Services Tasmania

Centacare Tasmania Specialised Domestic Violence Service
Provides help for families. Includes individual counselling and group programs for women, children and men.
Ph: (03) 6278 1660 (South)
(03) 6331 9253 (North)
(03) 6431 8555 (North West)

East Coast Counselling and Family Support Service
Provides advocacy, counselling, support and referral to people affected by domestic violence. Services the East Coast region.
Ph: (03) 6376 1810

Huon Domestic Violence Service
Provides counselling, information and referral for people affected by domestic violence. Services the Huon region.
Ph: (03) 6264 2222
Relationships Abuse of an Intimate Nature (RAIN)
Long-term counselling, support and advocacy for women who have been abused. Outreach services are available for surrounding areas of the North West Coast.
Ph: (03) 6431 8804 (Burnie)
(03) 6424 8581 (Devonport)

Safe at Home Family Violence Response and Referral Line
The line, which is staffed 24 hours a day, 7 days a week, including public holidays, offers an information and referral service by which callers are able to access the full range of range of services, including emergency services; legal services; counselling services; family violence offender intervention programs.
Ph: 1800 633 937 (24hr)
(03) 6233 2310 (Admin)
Fax: (03) 6233 3705
Email: safeathome@justice.tas.gov.au
Web: www.safeathome.tas.gov.au

Support Help and Empowerment (SHE)
A free and confidential counselling and support service for any woman affected by abuse in an intimate relationship. Provides face-to-face and telephone counselling; support groups; information and referral.
Ph: (03) 6278 9090
Fax: (03) 6278 8292
Web: www.she.org.au

Yemaya Women's Support Service
Provides counselling and support for women experiencing, or who have experienced abusive relationships. This service is free and confidential.
Ph: (03) 6334 0305
Sexual Assault Services Tasmania

North West Centre Against Sexual Assault
Provides counselling and support through information and referral to appropriate services for women, children and men affected by sexual assault at any time in their lives.
Ph: (03) 6431 9711 (24 hr)

Sexual Assault Support Service (Laurel House) (Northern Tasmania)
Provides counselling and support through information and referral to appropriate services for women, children and men affected by sexual assault at any time in their lives.
Ph: (03) 6334 2740
(03) 6231 1817 (After hours 24 hr Crisis Line)

Sexual Assault Support Service (SASS)
Provides counselling, support and information for those who have experienced sexual assault. Services include: counselling and support, support for statements and forensic examinations.
Ph: (03) 6231 1811
(03) 6231 1817 (After hours 24 hr Crisis Line)
Email: admin@sass.org.au
Web: www.sass.org.au
Women's Refuges
Tasmania

Annie Kenney Young Women's Refuge (Southern Tasmania)
Crisis accommodation and support for women 13-20 years old facing homelessness and domestic violence.
Ph: (03) 6272 7751
0418 134 221

Hobart City Mission (Southern Tasmania)
Provides crisis/medium term supported accommodation for homeless women and children in the Hobart area.
Ph: (03) 6231 0966

Hobart Women's Shelter (Southern Tasmania)
Crisis/medium term supported accommodation for women and children escaping domestic violence.
Support includes counselling, practical support, information and referral.
Ph: (03) 6234 6323

Jireh House (Southern Tasmania)
An emergency shelter for women and children.
Ph: (03) 6229 3750

Karinya Young Womyn's Refuge (Northern Tasmania)
Provides crisis accommodation for young women aged between 14-25 years with no dependants who are homeless.
Ph: (03) 6331 0774
0407 557 410
Launceston Women's Shelter (Magnolia Place) (Northern Tasmania)
Provides emergency/medium term accommodation and support for women and children escaping domestic violence and/or who are homeless.
Ph: (03) 6344 5322

McCombe House (Salvation Army) (Southern Tasmania)
Emergency accommodation for women and children.
Ph: (03) 6234 5777
1800 005 576

Oakleigh House (Salvation Army) (North West Tasmania)
Emergency accommodation for women and children.
Ph: (03) 6431 9015

Warrawee Women's Shelter (North West Tasmania)
24 hour crisis accommodation and medium term accommodation and support services to women and children who are escaping domestic violence.
Ph: (03) 6425 1382

West Coast Crisis Accommodation & Referral Service (North West Tasmania)
Provision of outreach, support, information and referral for people who are homeless or at risk of being homeless. Includes crisis accommodation.
Ph: (03) 6471 4748

Wyndarra Centre
Provides crisis and transitional accommodation.
Ph: (03) 6452 1981
Victoria

Domestic Violence Services Victoria

Aboriginal Family Violence Prevention Legal Service (FVPLSVIC)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (03) 9654 3111
1800 105 303
Email: information@fvpls.org
Web: www.fvpls.org

Domestic Violence & Incest Resource Centre (DVIRC)
Statewide service which aims to prevent family violence and support those who have experienced violence or abuse. DVIRC provides: information, support & referral; education & training; publications; newsletter; library; and consultation for workers.
Ph: (03) 9486 9866
TTY: (03) 9417 1255
Fax: (03) 9486 9744
Email: dvirc@dvirc.org.au
Web: www.dvirc.org.au

Domestic Violence Outreach Services
These services offer women and children who are enduring or escaping from a violent partner practical
support and information about safe accommodation options, obtaining legal advice, accessing financial entitlements, referrals to counselling and other services. Contact the Domestic Violence Crisis Service for the number of your local outreach worker.

**Ph: (03) 9373 0123 (24hr)**
**1800 015 188**

**Immigrant Women's Domestic Violence Service of Victoria**
Provides support and information to women in their first language.
**Ph: (03) 9898 3145**
Web: www.iwdvs.org.au

**Mildura Aboriginal Corporation Indigenous Family Violence Prevention Legal Service**
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
**Ph: (03) 5022 1852**

**No To Violence (NTV)**
No To Violence (NTV), the Male Family Violence Prevention Association Inc., is a peak organisation of individuals and agencies working for the prevention of male family violence. The specific focus is work with men to assist them to change and end their violent behaviour.
**Ph: (03) 9428 3536**
Fax: (03) 9428 7513
Email: ntv@ntv.net.au
Victorian Community Council on Crime and Violence (VCCCAV)
Provides advice to the Minister for Police & Emergency Services on issues relating to crime and violence prevention, such as prevention initiatives and community perspectives.
**Ph:** (03) 8684 1723  
Fax: (03) 8684 1726  
Email: vcccav.info@justice.vic.gov.au  

Women's Health Victoria (WHV)
State-wide women's health promotion organisation which works to identify and respond to the health issues of the women of Victoria through a feminist perspective and a social model of health. Provides a range of services including the Women's Health Information Clearinghouse and includes women's health information resources on violence against women.
**Ph:** (03) 9662 3755  
Fax: (03) 9663 7955  
Email: whv@whv.org.au  
Web: www.whv.org.au

Women's Health West
Provides information, advocacy, referral and support for women and children who are affected by family and domestic violence.
**Ph:** (03) 9689 9588  
Fax: (03) 9689 3861  
Web: www.whwest.org.au
Women's Domestic Violence Crisis Service of Victoria (WDVCSV)
WDVCSV is a 24-hour, seven days a week, confidential service which provides information, support and access to safe accommodation or refuges for women and their children. The WDVCS can act quickly if the situation is urgent and can help with transport.
Ph: (03) 9373 0123 (24hr Crisis Line)
1800 015 188
(03) 9377 9600 (Admin)

Women's Information and Referral Exchange (WIRE)
WIRE provides free information, support and referrals to women across Victoria. Services include a phone support service, a walk-in centre, training, education, and a searchable website.
Ph: 1300 134 130 (Support)
(03) 9921 0870 (Admin)
Fax: (03) 9921 0888
Email: wire@wire.org.au
Web: www.wire.org.au

Sexual Assault Services Victoria

Ballarat Centre Against Sexual Assault (CASA) (Ballarat)
Ph: (03) 5320 3933
1800 806 292 (24hr Crisis Line)

Barwon Centre Against Sexual Assault (CASA) (Geelong)
Ph: (03) 5222 4802 (Crisis Line)
1800 806 292 (24hr Crisis Line)
(03) 5222 4318 (Admin)
Web: www.barwoncasa.org
CASA House Centre Against Sexual Assault
Provides 24 hour crisis care service, counselling and follow up support and advocacy service, public involvement in campaigns and projects, and community and professional education.
Ph: 1800 806 292 (24hr Crisis Line)
(03) 9635 3610 (Counselling & Support)
(03) 9635 3600 (Admin)
TTY: (03) 9635 3620 (9.00am—5.30pm)
(03) 9344 2744 (5.30pm—9.00am)
Web: www.casa.org.au

Centre Against Sexual Assault Loddon and Camposepe Region (CASA)
Ph: (03) 5441 0430
1800 806 292 (24hr Crisis Line)
Web: www.casalc.com.au

Currawong Sexual Assault Counselling Service
Ph: (03) 9653 3250
1800 806 292 (24hr Crisis Line)

Eastern Centre Against Sexual Assault (CASA) (Ringwood)
Ph: (03) 9870 7330 (Counselling)
1800 806 292 (24hr Crisis Line)
(03) 9870 7310 (Admin)

Gatehouse Centre (Assessment and Treatment of Child Abuse)
Ph: (03) 9345 6391
(03) 9345 5522 (ah)
Gippsland Centre Against Sexual Assault (CASA) (Morwell)
Ph: (03) 5134 3922 (03) 5153 1629
1800 806 292 (24hr Crisis Line)

Goulbourn Valley Centre Against Sexual Assault (CASA) (Shepparton)
Ph: (03) 5831 2343
1800 112 343
1800 806 292 (24hr Crisis Line)

Mallee Sexual Assault Unit (Mildura)
Ph: (03) 5025 5400
1800 806 292 (24hr Crisis Line)
Web: www.msa-mdvs.org.au

Melbourne Sexual Health Centre
Ph: (03) 9347 0244 1800 032 017
TTY: (03) 9347 8619
Web: www.mschorg.au

Northern Centre Against Sexual Assault (CASA) (Heidelberg)
Ph: (03) 9496 2240 (Counselling)
1800 806 292 (24hr Crisis Line)
(03) 9497 1768 (Admin)

South Eastern Centre Against Sexual Assault (CASA) (Bentleigh)
Ph: (03) 9594 2289 (24hr Counselling)
1800 806 292 (24hr Crisis Line)
(03) 9928 8741 (Admin)
South Western Centre Against Sexual Assault (CASA) (Warrnambool)
Ph: (03) 5564 4144
1800 806 292 (24hr Crisis Line)

Upper Murray Centre Against Sexual Assault (CASA) (Wangaratta)
Ph: (03) 5722 2203
1800 806 292 (24hr Crisis Line)

Western Centre Against Sexual Assault (CASA) (Footscray)
Ph: (03) 9687 5811 (Counselling)
1800 806 292 (24hr Crisis Line)
(03) 9687 8637 (Admin)

Wimmera Centre Against Sexual Assault (CASA) (Horsham)
Ph: (03) 5381 9294 (Counselling)
1800 806 292 (24hr Crisis Line)
(03) 5381 9272 (Admin)

Women's Refuges Victoria

Women's Refuges—Victoria
For details of women's refuges in Victoria, their criteria and availability, please contact the Women's Domestic Violence Crisis Service of Victoria (WDVCSV).
Ph: (03) 9373 0123 (24hr Crisis Line)
1800 015 188
Western Australia

Domestic Violence Services Western Australia

Allambee Counselling Inc
Counselling for people over 13, living in the Peel region, who have been affected by sexual assault/abuse or family violence.
Ph: (08) 9535 8263
Fax: (08) 9535 3869
Web: www.allambee.org.au

Chrysalis DVAS—Geraldton
Provides support and advocacy for people affected by domestic/family violence, information, referral, assistance with application for Restraining Orders, court support, education.
Ph: (08) 9964 1853
1800 016 789
(08) 9964 1833

Domestic Violence Advocacy Support Central (DVAS)
Offers free, confidential crisis support service for people experiencing domestic violence. Police, legal, support and advocacy services are available.
Ph: (08) 9226 2370
Fax: (08) 9226 2377
Domestic Violence Children's Counselling Service (DVCCS)
Provides information, assessment, group programs, counselling and support services to parents and children in supported housing and women's refuge services.
Ph: (08) 9328 1888
Fax: (08) 9228 0464

Domestic Violence Helpline (Department for Community Development)
The Domestic Violence Helplines offer information, referral and telephone counselling.
Ph: (08) 9223 1188
1800 007 339 (24hr Women's Domestic Violence Helpline)
(08) 9223 1199
1800 000 599 (24hr Men's Domestic Violence Helpline)

Domestic Violence On-line Resource Guide (Department for Community Development)
Contains information on the services available to assist people living with family and domestic violence in Western Australia. You can find services in the areas of crisis and emergency, safe accommodation, counselling and support, legal services or services for children.
Ph: (08) 6217 8300
Fax: (08) 9481 0445
Email: fadvu@dcd.wa.gov.au
Web: www.community.wa.gov.au/onlineresourceguide

Kimberley Family Violence Prevention and Legal Service
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are
victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 9169 3100

Koolkuna Domestic Violence Advocacy Service
Provides information, advocacy and referral to anyone in the community dealing with domestic and family violence including VRO applications and court support; community education and awareness. Covers the Perth Eastern Metropolitan region.
Ph: (08) 9274 7545
Fax: (08) 9274 4942
Email: dvvsas@iinet.net.au

Marninwartikura Family Violence Prevention and Legal Service
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 9191 5284

Multicultural Women’s Advocacy Service
Provides crisis counselling, support, advocacy, referral, information and outreach.
Ph: (08) 9227 8122
1800 998 399
Nardine Wimmin's Refuge Outreach Support Program
Provides counselling, group work and advocacy to women in the community who are experiencing domestic and family violence.
Ph: (08) 9472 9470

Port Hedland Family Violence Prevention and Legal Service
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 9172 5024
(08) 9172 5048
(08) 9172 5899

Southern Communities Advocacy Legal and Education Service (SCALES)—Family Abuse Advocacy Support Team (FAAST)
Provides people who are in or escaping from domestic violence situations with information, legal advice, advocacy, counselling and support, in a confidential, empowering, culturally supportive service.
Ph: (08) 9528 6077
Fax: (08) 9528 6078
Email: scales@murdoch.edu.au
Web: www.law.murdoch.edu.au/scales/

Regional Coordination Responses to Family and Domestic Violence (RCRFDV)
The WA Government provides funding for 14 Regional Coordination Responses to Family and Domestic
Violence located in 6 metropolitan and 8 country regions. Their purpose is to increase safety of women and children affected by family and domestic violence.

**Ph:** (08) 6217 8300  
Fax: (08) 9481 0445  
Email: favu@dcd.wa.gov.au

**The Pat Giles Centre**
Provides services to women and children who have experienced or witnessed domestic violence and to men who seek to improve the quality of their family relationships. Services include accommodation, counselling and outreach programs.

**Ph:** (08) 9300 0340  
Fax: (08) 9300 2272  
Web: www.patgilescentre.org.au

**Thungula Goothada Family Support Legal Centre (Kalgoorlie)**
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.

**Ph:** (08) 9021 8444

**Waratah Support Centre**
Community based counselling service which aims to provide a safe and supportive environment for domestic violence and sexual assault survivors in the South West of Western Australia.

**Ph:** (08) 9791 2884  
1800 017 303  
Fax: (08) 9721 3102
Women's Council for Domestic and Family Violence Services (WA)
The role of the Council is to provide a voice on domestic and family violence issues that facilitates and promotes policy, legislative and programmatic responses relevant to women and children who have experienced domestic and family violence.
Ph: (08) 9420 7264
Fax: (08) 9486 8744
Email: info@womenscouncil.com.au
Web: www.womenscouncil.com.au

Yamatji Family Violence Prevention Legal Unit (Geraldton)
Provides culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. Services include legal assistance, case work and court support, counselling, child protection, information and referral.
Ph: (08) 9965 4654

Sexual Assault Services Western Australia

Acacia Sexual Assault Service (South Hedland)
Ph: (08) 9172 5044 (Crisis)
(08) 9172 5022 (Admin)

Child Protection Unit (Child Sexual Abuse Team)
Ph: (08) 9340 8646
(08) 9340 8222 (ah)
Geraldton Sexual Assault Resource Centre
Ph: (08) 9964 1833 (24hr)
1800 016 789
(08) 9964 1853 (Admin)

Eastern Goldfields Sexual Assault Resource Centre
Ph: (08) 9091 1922
1800 688 922 (24hr)

Sexual Assault Resource Centre (SARC)
Ph: (08) 9340 1828 (24hr Crisis)
1800 199 888
(08) 9340 1820 (Admin)

Waratah Support Centre
Ph: (08) 9791 2884
(24hr) 1800 017 303

Women's Refuges Western Australia

Albany Women's Centre
Ph: (08) 9842 1574

Carnarvon Women's Refuge
Ph: (08) 9941 3358

Djookanka House
Ph: (08) 9881 6810

Esperance Crisis Accommodation Service
Ph: (08) 9071 4395
Gawooleng Yawoodeng Aboriginal Corporation (Kununurra)
Ph: (08) 9169 1049

Goldfields Women's Refuge (Kalgoorlie)
Ph: (08) 9021 2836

Hedland Women's Refuge (Port Hedland)
Ph: (08) 9173 1948

Jardamu Safehouse (Wyndham)
Ph: (08) 9161 1717

Karratha Women's Refuge
Ph: (08) 9185 2807

Koolkuna Women's Refuge (Midland)
Ph: (08) 9255 2202

Marnin Bowa Dumbara Aboriginal Corporation (Derby)
Ph: (08) 9193 2244

Marnja Jarndu Women's Refuge (Broome)
Ph: (08) 9193 5655
(08) 9193 6146

Nardine Wimmins Refuge (Victoria Park)
Ph: (08) 9470 3628

Ngaringga Ngurra Safe House (Halls Creek)
Ph: (08) 9168 6653

Pat Thomas Memorial Community House (Mandurah)
Ph: (08) 9535 4775 (Crisis)
(08) 9535 8837 (Admin)

Ruah Refuge (Mount Lawley)
Ph: (08) 9227 6616

South West Women's Refuge (Bunbury)
Ph: (08) 9791 2894

Starick House (Gosnells)
Ph: (08) 9398 5080

Stirling Women's Refuge (Northlands)
Ph: (08) 9344 2118

The Pat Giles Centre
Ph: (08) 9300 0340

Waminda House (Northam)
Ph: (08) 9622 7321

Women's Resource Centre (Fitzroy Crossing)
Ph: (08) 9191 5284

Wonthella House Women's Refuge (Geraldton)
Ph: (08) 9964 2173
End Notes


2 This list of rights is adapted from Intellectual Disability Rights Service 1998, Opening the Doors Court Support for Women with an Intellectual Disability, Redfern Legal Centre Publishing, page 18.]

3 Thomas, P. 2005, Disability, Poverty and the Millennium Development Goals: Relevance, Challenges and Opportunities for DFID. Disability Knowledge and Research (KaR) programme. London.]


This resource manual is made up of a series of four booklets

A Life Like Mine!

narratives from women with disabilities who experience violence

Forgotten Sisters

a global review of violence against women with disabilities
It's Not OK—It's Violence

information about domestic violence and women with disabilities

More Than Just A Ramp

a guide for women's refuges to develop disability discrimination act action plans

Women With Disabilities Australia (WWDA)

VIOLENCE AGAINST WOMEN WITH DISABILITIES RESOURCE MANUAL
"It's Not OK—It's Violence"

Women With Disabilities Australia (Wwda)

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ISBN 09775305 1 5
The information in Sections 1-3 of this Booklet was originally produced by the Australian Government in 2000 with support from the then Partnerships Against Domestic Violence Strategy. It has been further developed and reproduced by WWDA with permission from the Australian Government, as part of the WWDA Violence Against Women With Disabilities Resource Manual.

The "Resource Manual on Violence Against Women with Disabilities Project" has been funded by the Australian Government's Domestic and Family Violence and Sexual Assault Initiative through the Office for Women.

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Publisher Women With Disabilities Australia (WWDA)
Prepared by Carolyn Frohmader, Project Manager
This document has been produced by Women With Disabilities Australia, in conjunction with Vision Australia.