



## Contacting 1800RESPECT - what to expect

- 1800RESPECT counsellors understand that everyone's experience of domestic, family or sexual violence is different
- Whatever your situation, it is important to know that help and support are available
- Our trained counsellors are guided by you, your needs and your feelings about what is right for you and your situation
- This page answers some of the common questions people have about our service.

### How to contact 1800RESPECT counsellors

- Call [1800 737 732](tel:1800737732)
- Chat online [www.1800RESPECT.org.au](http://www.1800RESPECT.org.au)
- Text (SMS) 'HELLO' or a greeting to [0458 737 732](tel:0458737732).

## What to expect when you contact us

We know that talking about domestic, family and sexual violence can be hard. When you contact 1800RESPECT, you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation.

We will work with you to help you identify what you can do and to find the right services or support for you. Everyone's situation is different and no one knows your situation better than you.

We can be contacted by phone, online chat or text, 24 hours a day, seven days a week.

Read the below frequently asked questions to learn more about 1800RESPECT and help you determine the service channel that best suits your needs. Everyone's needs are different, and our counsellors are here to support you.

## Accessing our service

1800RESPECT is a free and confidential counselling, information and referral service for all people in Australia, including:

- People who don't speak English
- People who find it easier to speak through an interpreter or translator
- People who are blind or vision impaired
- People who are deaf or hearing impaired
- People who don't speak or have difficulty with speech.

For information on how to use our service in these cases, see our [Accessibility](#) page.

How can I learn more about texting 1800RESPECT? ▼

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What happens when I lodge a complaint? ▼

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Is it free to contact 1800RESPECT? ▼

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Is the 1800RESPECT number hidden on my phone bill? ▼

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I'm worried about someone I know or their children. Can I contact 1800RESPECT? ▼

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Does your service support men? ▼

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Can I access my call records? ▼

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How do you handle subpoenas? ▼

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Will you give my information to anyone else? ▼

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Do you keep my information? ▼

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Will my chat/text message interaction be recorded? ▼

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Will my call be recorded? ▼

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What questions will you ask me? ▼

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Do I need to give my name? ▼

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What kinds of support can you offer? ▼

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I'm not ready or not able to leave. Can you still help? ▼

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I'm not sure that what I'm experiencing is sexual, domestic and family violence. Can I still contact 1800RESPECT?



What will happen when I contact 1800RESPECT? ▼

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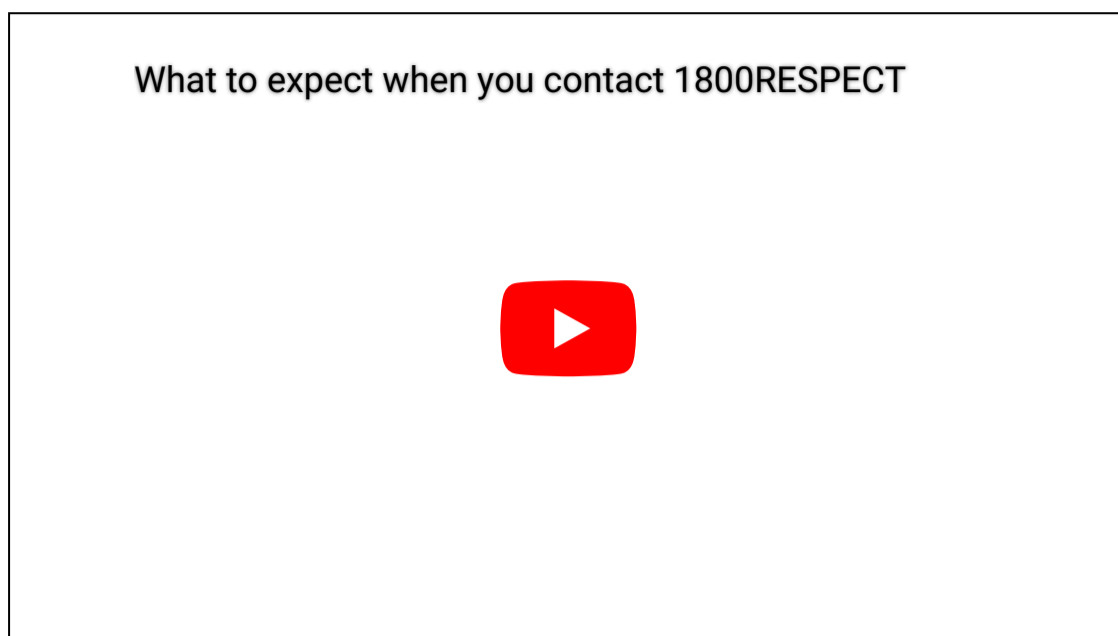
## More questions?

If you or someone you know has experienced domestic, family or sexual violence, you can call 1800RESPECT on [1800 737 732](tel:1800737732), chat online via [our website \(www.1800RESPECT.org.au\)](http://www.1800RESPECT.org.au) or text [0458 737 732](tel:0458737732).

For general enquiries, email [1800RESPECTenquiries@health.telstra.com](mailto:1800RESPECTenquiries@health.telstra.com).

# What to expect when you contact 1800RESPECT

## What to expect when you contact 1800RESPECT



This video explains what to expect when you contact our confidential service.

## Next steps



### Safety planning

Safety planning is thinking about things you can do to be safer when living with violence or abuse.



### Support services

There are different services and support available to you if you have experienced domestic, family or sexual

