

Domestic and family violence is never ok.

If you are experiencing domestic and family violence you may feel scared, confused, or overwhelmed – this is a normal reaction.

Violence or abuse in a relationship is **never ok**.

The abusive person may make excuses for being violent or blame you for how they act. **The violence is not your fault.** The responsibility for violence always lies with the abuser.



Are you worried about someone you know?

If you are worried a friend, family member, colleague, neighbour, or someone else you know is experiencing domestic and family violence, call the **Safe Steps FREE 24/7 response line on 1800 015 188.**

One of our Family Violence Crisis Specialists can discuss with you the best ways to approach the person and let them know about available support services.

For more information, you can also visit our website at safesteps.org.au/information-for-family-friends.

Who is Safe Steps?

Safe Steps Family Violence Response Centre is Victoria's statewide 24/7 crisis response service for people experiencing domestic and family violence. We offer support to anyone who needs to escape domestic and family violence and live free from abuse. Last year we received over 50,000 calls that were responded to by around 100 Family Violence Crisis Specialists.

If you or someone you know needs help

Call Safe Steps for confidential support and information on 1800 015 188.

Interpreter and Disability services are available

Safe Steps is an LGBTIQ+ friendly and culturally respectful service. We are committed to helping any person experiencing domestic and family violence.

You have the right to live free from family violence

Call Safe Steps 24 hours a day, 7 days a week on

1800 015 188

Email: safesteps@safesteps.org.au

Webchat: safesteps.org.au/chat
(Monday-Friday, 9am to midnight except public holidays)

Visit our website: safesteps.org.au



Safe Steps Family Violence Response Centre acknowledges the Traditional Custodians of Country throughout Victoria, the land on which our services are delivered. We pay our respects to Aboriginal and Torres Strait Islander peoples, their culture, and Elders, past and present. We acknowledge the First Peoples' right to self-determination and to continuing their connection to lands, waters, and communities.



Safe Steps Family Violence Response Centre recognise and respect people of all genders, sexes, and sexualities. We are committed to improving access and inclusion for lesbian, gay, bisexual, transgender, queer, intersex, and asexual people seeking our support and are dedicated to ongoing improvement in being a safe and inclusive service and workplace for those in the LGBTIQ+ community.




Safe Steps

FAMILY VIOLENCE RESPONSE CENTRE

Call Safe Steps to escape domestic and family violence

Your 24/7 state-wide crisis domestic and family violence response services for advice, support, and emergency accommodation.



What is domestic and family violence?

Domestic and family violence is any threatening or abusive behaviour that makes you feel scared or unsafe and occurs between people in a family or intimate relationship.

This behaviour doesn't have to be violent, but, if the behaviour causes you to **fear for your safety or the safety of another person, it is time to call Safe Steps.**

Domestic and family violence can affect anyone in any type of relationships including:

- Past or current intimate relationships, including relationships where you are dating or living together
- Relationships involving carers of people with a disability, a medical condition, or elders
- Relationships that include relatives and guardians
- Culturally recognised family groups

This brochure is available in alternate formats.

For an accessible version email disability@safesteps.org.au and for other language options go to safesteps.org.au.

What does domestic and family violence look like?

Domestic and family violence isn't just physical abuse. It can include:

- Sexual abuse
- Emotional and psychological abuse
- Financial abuse, such as withholding money or not allowing you to work
- Controlling what you can and cannot do
- Tracking and surveillance of your car or devices
- Isolating you from family and friends
- Stopping you from leaving the house
- Threatening you or your loved ones including children, pets or other family members
- Destroying your personal belongings

For more information on what domestic and family violence looks like, visit safesteps.org.au.

How Safe Steps can support you

When you call the Safe Steps 24/7 crisis response line on **1800 015 188** or **contact us via webchat at safesteps.org.au** you will speak to one of our Family Violence Crisis Specialists.

Our Family Violence Crisis Specialists can:

- Assess your risks, and explore options to increase your safety, whether you want to stay in the relationship or leave
- Create a personal safety plan designed to keep you and your children safe
- Assess eligibility for, and organise access to safe crisis accommodation for you, your children and any pets, following risk assessment findings and accommodation availability
- Support you with how you may be able to stay in your home with your children – if it is safe to do so - when the abuser is required by law to leave
- Explain your legal rights and entitlements including connecting you with Victoria Police or helping you to apply for an intervention order
- Refer you to local services that can provide specialist legal, financial, cultural, and family support