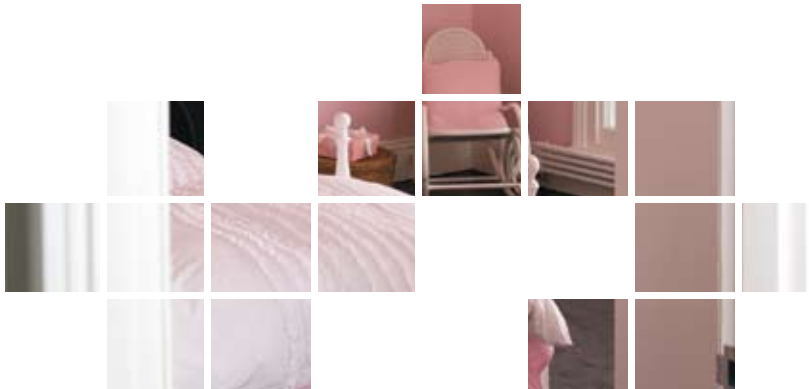


What if
someone tells me
they are in an
abusive
relationship?

It could be a friend, relative,
coworker... what do I do?



INTIMO AWARE

Together we are inspiring women to make a difference. Everyday. Always.
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How to Help - Recognise, Respond & Refer

You can make an important difference to the ability and willingness of your friend or family member to seek help. Adopt the three 'R's' to support a friend in need.

Recognise

Recognise the signs that someone may be suffering from domestic violence. These may include:

- Regularly absent from work
- Wears inappropriate clothing
- Experiences frequent physical injuries
- Exhibits emotional distress
- Cries easily and exhibits mood swings
- Is often distracted and not attentive
- Appears obsessed with time
- Receives frequent personal phone calls
- Seems tired and sleep deprived

Respond

You might approach by asking questions that demonstrate your concern for their well being. It could be as simple as 'is everything ok, can I help in any way?'

Encourage, but do not pressure them to discuss the abuse. Respect their privacy and maintain confidentiality. Do not break their trust. Believe their story and listen without making judgements. Acknowledge their fears and take their concerns seriously. Let them know that they are not alone, not at fault and do not deserve to be treated in an abusive manner. Do not tell them what to do or offer to speak with their partner. Don't tell them to work harder within the relationship or stay because of the children. Give them time to make their own decisions.

Refer

Provide them with information on where they can access help.

Contacts

Family and friends are the most important first line of help when a person is struggling to deal with an abusive relationship.

National

Emergency 000

Domestic Violence Confidential Helpline 1800 200 526

Lifeline 13 11 14

Kids Helpline Australia 1800 55 1800

Mensline 1300 78 99 78

Relationships Australia 1300 364 277

Victoria

The Domestic Violence & Incest Resource Centre 9486 9866

Women's Domestic Violence Crisis Service 9373 0123 or 1800 015 188

Immigrant Women's Domestic Violence Service (Mon-Fri 9-5) 03 9898 3145

Women's Information & Referral Exchange (Mon-Fri 9-5) 1300 134 130
Family Life 03 8599 5433

Queensland

Domestic Violence Telephone Service 1800 811 811

Immigrant Women's Support Service (Mon-Fri 9-5) 07 3846 3490

ACT

Domestic Violence Crisis Service (24hr) 02 6280 0900

New South Wales

Domestic Violence Helpline (24hr) 1800 656 463

Domestic Violence Advocacy Service (Mon-Fri 9-5) 02 8745 6999

Immigrant Women's Speak Out Assn (Mon-Fri 9-5) 02 9635 8022

South Australia

Domestic Violence Helpline (24hr) 1800 800 098

Domestic Violence Crisis Service 1300 782 200

Tasmania

Domestic Violence Crisis Service 1800 633 937

SHE (Support, Help & Empowerment) 03 9278 9090

Western Australia

Crisis Line (24hrs) 1800 199 008

Women's Refuge Group (Mon-Fri 9-5) 08 9420 7264

Northern Territory

Crisis Line (24hr) 1800 019 116

Domestic Violence Counselling Service (Mon-Fri 9-5) 08 8952 1391

New Zealand

Emergency 111

Domestic Violence Crisis Line Auckland (24hr) 303 3939

What can you do to help?



There are some simple things you can do to support a friend or family member.

Listen. Hear what they have to say, provide an environment for them to talk where they will be heard and not judged. Be available. When someone opens up to you, they may need to schedule times they can talk around their relationship. When you communicate, let your friend or family member know they are not alone.

