Midwest Family Violence Alliance

Family Violence Referral Options

November 2017

Geraldton
E: midwestfamilyviolencealliance@gmail.com
W: midwestfamilyviolencealliance.org
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Women's Family Violence Support Services

Carnarvon Family Support Service Inc.
Ph: (08) 9941 1251
Mon - Fri – 8am - 4pm.

Provides counselling, family support, domestic violence support, emergency relief, child sexual assault response service, public tenancy support service, financial counselling, information and referrals, and Gascoyne Women's Refuge.

Carnarvon Family Support Service Inc. - Gascoyne Women's Refuge
Ph: (08) 9941 1702
24 hours 7 days a week
Refuge accommodation can be arranged through Carnarvon Family Support Service Inc (see above).

Provides accommodation for women, with or without children, either at risk of or experiencing homelessness due to family or domestic violence or other forms of crisis.

Chrysalis House Women's Refuge (Desert Blue Connect Inc.)
Ph: (08) 9964 2173
24 hours 7 days a week
Refuge accommodation can be arranged through Desert Blue Connect Inc (see above).

- Offering emergency short term accommodation (up to 3 weeks) to women, with or without children, escaping family or domestic violence or are at risk of being homeless due to a crisis. Has 4 bedrooms and accommodates up to 16 women and children.
- Offering practical and emotional support and assistance; referrals and advocacy for women and children.
- Access to two, 3 bedroom, duplex units, allowing longer support for women in crisis (3 months).
- Service costs: Charges apply for a client and up to four children. A client presenting with more than 4 children (e.g. 8 children) after the 4th Child there is no increase in the rent charges per night - Adult - $15 per night ; Children - $5 each per night.
- Service waiting time: Dependant on current occupancy and ability to accommodate family (i.e. number of children in family/demographics). Sometimes there is immediate access and other times wait up to 2 weeks.

Desert Blue Connect Inc.
- Ph: (08) 9964 2742
- Mon - Fri - 830am - 5pm.
- Provides crisis counselling, emergency accommodation, advocacy service, outreach services, victim support services, information and support for all women.
Domestic Violence Outreach Services

- Referrals received directly from Family and Domestic Violence Response Team (FDVRT) based at police station. Offers early intervention and prevention strategies to women, with or without children, who are experiencing family and domestic violence to prevent homelessness; referrals, advocacy and support for women accessing other services.
- Service has a brokerage component which is used to assist improve security to keep clients safe in their own home (sensor lights, security doors, repair window’s, replace locks) and may be used to prevent homelessness (rent arrears), food, utilities, for transport etc.
- Service costs: Free service.
- Service waiting time: No wait time as referred directly from FRDVT (no other source of referral allowed)

Local Support Co-ordinator

- Provides co-ordinated response and proactive outreach to women experiencing family violence in the Murchison region for a period to up to 18 months.

Mission Australia - Geraldton
Ph: (08) 9938 1403
Mon - Fri – 8.30am – 4.30pm.

Provides Emergency Relief, advocacy, information and referral services for all women and their children.

Mission Australia - Meekatharra
Ph: (08) 9956 5100
Mon - Fri – 8.30am – 4.30pm.

Provides Emergency Relief, advocacy, information and referral services for all women and their children.

Mission Australia - Meekatharra Women’s Refuge
Ph: 0459 881 488   99811 656
Mon - Fri – 8.30am – 4.30pm. After hours support available.
Refuge accommodation can be arranged through Mission Australia (see above).

- Crisis Accommodation for up to three days with ongoing support and information.
- Advocacy and collaboration with other agencies and supports in the community.
- Essential items during and/or after an emergency such as clothing, etc.
- Service costs: Free service.
- Service waiting time: Generally no waiting list, depending on current demand.

Women’s Domestic Violence Helpline
Ph: (08) 9223 1188 or 1800 007 339
24 hours 7 days a week

- Provides phone counselling, information and advice, referral to local advocacy and support services, liaison with police if necessary and support in escaping situations of family and domestic violence.
- The service can refer women to safe accommodation if required.
• A telephone based interpreting service is available if required.

Aboriginal Family Violence Support Services

Aboriginal Family Law Service (AFLS)
Ph: (08) 9965 4654
Mon - Thu – 8.30am – 4.30pm.
Fri – 8.30am – 12 noon.

Provides legal and community education services for all Aboriginal people, who have experienced family and domestic violence or sexual assault, including men, women and children.

Aboriginal Legal Service WA
ALSWA provides legal advice and representation for Aboriginal and Torres Strait Islander peoples in WA in Criminal, Family, Civil and Human Rights Law with additional services in community legal education, advocacy and the protection and promotion of human rights.
Ph: (08) 9921 4938
Mon-Fri 9.30am – 5.00pm.
http://www.als.org.au/contact/geraldton/

Desert Blue Connect Inc. - Victim Support Services (Barndimalgu Court – Family Violence Service) (formerly Chrysalis Support Services)
Ph: (08) 9964 2742
Flexible hours from Mon - Fri - 830am - 5pm.

• Funded 15 hours per week. Court sits fortnightly on a Friday.
• Victim Support Worker for the Barndimalgu Court (Family Violence Service) for victims of family and domestic violence, including those where the perpetrator is referred to the Barndimalgu Court. The Service has a particular focus on Aboriginal victims of family violence. This Court hears family and domestic violence matters involving Aboriginal people.
• Service provides support, assists with VRO’s, undertakes victim impact statements, home visits, referrals to mainstream other services including counselling.
• Service costs: Free service for clients referred. (Referral only accepted from Department of Attorney General).
• Service waiting time: No wait time.

Geraldton Regional Aboriginal Medical Service (GRAMS)
Ph: (08) 9956 6555
Mon - Fri – 8.30am – 4.30pm. Transport available
http://www.grams.asn.au/

Provides counselling and information.
After Hours Welfare Care (Geraldton Community [Yamatji] Patrol).
Ph: (08) 9964 4055
Tues-Sat 10am-4pm - 4pm-late at night, based at patrol base.

Attends matters of domestic violence amongst Aboriginal and non-Aboriginal persons.

**Meedac Reach Out**
Ph: (08) 9935 9585
Hours: 8am to 8pm

Provide street level assistance and transport to those at risk of harm to a safe place.

**Sexual Assault Services**

**Carnarvon Family Support Service Inc. – Carnarvon Sexual Assault Response Service**
Ph: (08) 9941 1251
Mon - Fri – 8am - 4pm.

Provides services focuses on supporting Aboriginal and Torres Strait Islander families living in the Gascoyne region who have been affected by the trauma of child sexual abuse.

**Desert Blue Connect Inc. – Sexual Assault Counselling Service**
Ph: (08) 9964 2742
Mon - Fri – 8.30am - 5pm,
Out of hours sexual assault crisis line: 1800 016 789
http://desertblueconnect.org.au/

Provides counselling and victim support to both males and females, aged 13 years and over, who have been sexually assaulted or abused themselves or have been impacted by someone close to them being assaulted.

**Female nurse support**
- Provides women’s health nurse for appointments relating to health care around sexual assault and STI testing.
- Service costs: Free service.
- Service waiting time: By appointment (usually available same day).

**1800 Respect**
Ph: 1800 737 732
24 Hours per day, 7 days per week

- 1800RESPECT is the National family violence and sexual assault telephone counselling service for those seeking help for themselves, a friend or relative, a colleague or a client. Professionals are also encouraged to use 1800RESPECT for support with secondary referrals or vicarious trauma.
- Provides telephone counselling, online counselling, and interpreting services.
Additional Support and Advocacy for Elders

Ad vocare
Ph: (08) 9479 7566
Mon - Fri – 8.30am – 4.30pm.

Provides systemic and individual advocacy to support the rights of older people (50 years+ for Aboriginal and 60 years+ for non-Aboriginal) who are victims or potential victims of abuse from family or friends.

Legal Services

Aboriginal Family Law Service (AFLS)
Ph: (08) 9965 4654
Mon - Thu – 8.30am – 4.30pm.
Fri – 8.30am – 12 noon.

Provides legal and community education services for all Aboriginal people, who have experienced family and domestic violence or sexual assault, including men, women and children.

Regional Alliance West (formerly Geraldton Resource Centre)
Ph: (08) 9938 0600
Mon - Fri – 8.30am – 4.30pm. (Closed to the public on Fridays)

Provides legal, tenancy, financial counselling, financial literacy, housing and homelessness support, emergency relief, and prisoner re-entry services.

- Service costs: Free service.
- Service waiting time: Varies. Approx. 2 weeks although there is a limited urgent response time.

Legal Aid WA - Legal Advice and Representation in Court
Ph: (08) 9921 0200
Mon - Fri – 8.30am – 4.30pm.

- Provides numerous legal and community education services, these include legal advice bureaus, minor assistance programs, duty lawyer court assistance and in some cases grants of aid for ongoing representation in VRO matters, Family Court proceedings and Compensation claims.
- Conflict checks are required prior to appointments.
- Referrals for urgent matters are recommended.
- Service costs: $5 for unwaged clients and $20 for waged clients.
- Service waiting time: Varies.
Women’s Law Centre of WA
(08) 9272 8800 or 1800 625 122
Mon - Fri – 9.00- 11.00pm Legal Advice Line outside of the hours call 1800 625 122
Mon-Thu 9.30am – 1.00pm, Client Service Line

Provides information about legal issues and referral to support services, legal advice, casework, community legal education and law reform advocacy for women of Western Australia.

Services for Children and Young People

Centacare Family Services Geraldton - Children’s Contact Service
Ph: (08) 9921 1433
Mon, Wed – 8.30am – 7pm.
Tue, Thu, Fri – 8.30am – 5pm.
Sat – 8.30am - 4.30pm

- Helps children from separated families establish or maintain a relationship with the parent they do not live with.
- Service ensures the safe transfer of children from one parent to another and manages supervised visits so that each parent can spend time with their children.
- Each party arrives and leaves at staggered times by separate entry and exits. Supervisors facilitate transfer of children from one parent to another.
- Service costs: Based on the client’s income and is also assessed on each individual case starting at $5 per hour.

Centacare Family Services Geraldton - Child Witness Service
Mon - Sat – 8.30am – 5pm. at the Courthouse.

- Service is for children and young people who are victims of crime under the age of 18 at the time of the criminal matter and may need to give evidence to the court.
- Provides practical information and helps young people to emotionally prepare for court. They support children and young people on an individual basis.

Desert Blue Connect Inc. – Child Sexual Assault Therapeutic Service
Ph: (08) 9964 2742
Mon - Fri - 830am - 5pm.
http://desertblueconnect.org.au/

- Provides healing, support, counselling and therapeutic responses to children and young people affected by child sexual abuse, people who have experienced childhood sexual abuse and children and/or young people who are responsible for, or at risk of, sexually abusing other children.
- This service also educates children about protecting their personal safety.
Desert Blue Connect Inc. – Relationships & Family Violence Counselling & Advocacy Service  
Ph: (08) 99642742  
Mon-Fri 8.30am-5pm  
http://desertblueconnect.org.au/  
- Provides counselling, support and intervention to families where family and domestic violence has occurred or is likely to occur. Counselling sessions can be with individuals, couples and/or children.  
- Service costs: Free service.  
- Service waiting time: Currently - 2 - 3 weeks.

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Ph: (08) 9943 8111  
Mon - Fri – 9am – 5pm. (Thu – 9am – 8pm.)  
- Provides counselling, advice, and support services to youth (aged between 12 to 25) who have previously experienced and been exposed to family violence.  
- Provides victim support to assist a current youth victim of family violence to report to police, find crisis accommodation and legal support.  
- Provides perpetrator intervention. To work with the perpetrator of family violence (if 12-25) to understand triggers to behaviour and change responses, and also to link in with other community groups.  
- Service costs: Free service.  
- Service waiting time: Dependant on level of risk, it can be as little as 1 week, as long as 6 weeks.

Kids Helpline  
Ph: 1800 551 800  
24 hours 7 days a week  
http://www.kidshelp.com.au  
- Kids Help Line is Australia's only free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged between 5 and 25.  
- E-mail and web/ instant messaging counselling is also available.

Midwest Family Support Network  
Ph: (08) 9964 8690  
Provides individual counselling, specialist assessment, advice and support to young people up to 25 years of age and children.
**Services for Men**

**Communicare**  
Ph: (08) 9965 3250  
Mon - Fri – 8am – 4pm.  

Provides programs to educate the men who use violence against their family members.

**Communicare - Indigenous Family Violence Program**  
Tue – 9.30am – 12noon.

- 20 week program providing support to Aboriginal men who chose to use violence to resolve conflict in relationship within the family setting.
- Positive communication strategies are addressed throughout the program to further develop relationship skills.
- Referrals from Department of Corrective Services only.
- Service waiting time: On average 1 month.

**Mensline Australia**  
Ph: 1300 789 978  
24 hours 7 days a week  

MensLine Australia is a professional telephone and online support, information and referral service for men, specialising in family and relationship concerns.

**Men’s Domestic Violence Helpline**  
Ph: (08) 9223 1199 or 1800 000 599  
24 hours 7 days a week  

- Provides telephone counselling, information and referral to ongoing face to face services if required.
- A telephone based interpreting service is available if required.

**Men’s Referral Service**  
Ph: 1300 766 491  

Anonymous and confidential telephone counselling, information and referrals to help men stop using violent and controlling behaviour.

**WA Police**

**Family Violence Incidents**  
In the event of an emergency contact 000 (Police).
Geraldton Police Station  
Ph: (08) 9923 4555

Missing Person’s Unit  
Ph: (08) 9223 3666  
Coordinates missing person’s enquiries and investigates cases.

Counselling and Victim Support Services

Carnarvon Family Support Service Inc. – Community Counselling Service  
Ph: (08) 9941 1251  
Mon - Fri – 8am - 4pm.  
Provides counselling a service by a qualified psychologist to clients at risk of homelessness, sexual assault, domestic violence.  
Outreach service operates throughout the Gascoyne region.

Centacare Family Services – Victim Support Services Geraldton and Carnarvon  
Geraldton  
Ph: (08) 9921 1433  
Monday – Saturday, 8:30am – 5pm, at the Courthouse  
Carnarvon  
Ph: (08) 9941 4077  
Monday – Friday, 8:30am – 5pm  
From our Geraldton and Carnarvon offices, we offer support to all individuals who have been victims of a crime. We provide counselling, referrals, advocacy and information on criminal justice processes.

Support for victims by way of:  
- counselling  
- referrals  
- assistance with Victim Impact Statements  
- providing information and support when giving evidence  
- support when making an application for a Violence Restraining Order  
- assistance with enquires about Criminal Injuries Compensation  
- support through the duration of the Criminal Justice proceedings.

Centacare Family Services – Counselling Service, Geraldton, Carnarvon, Exmouth, Kalbarri  
Ph: (08) 9921 1433  
Mon, Wed – 8.30am – 7pm.
Centacare’s counsellors see individuals, couples, children, adolescents and families. We offer one-to-one counselling and group workshops and we help you choose the support that benefits you most.

All Centacare services are provided within an accepting and non-judgmental environment, by our caring professionals, who work as a team to ensure you are well looked after. Our services are open to people of all backgrounds, faiths and cultural groups, in keeping with our values.

Fees start from $10 for holders of a Health Care Card and/or recipients of Centrelink Benefits.

Additional Information
1800 phone number or online appointments available if outside Geraldton
Monday and Wednesday evening appointments available

Desert Blue Connect Inc. - Relationships & Family Violence Counselling & Advocacy Service
Ph: (08) 9964 2742
Mon - Fri – 830am – 5pm.
http://desertblueconnect.org.au/

Provides counselling, support and intervention to families where family and domestic violence has occurred or is likely to occur. Counselling sessions can be with individuals, couples and/or children.

Working with those responsible for family and domestic violence to assist them accept responsibility; recognise the impact of their behaviour on others and to change their behaviour.

Provides advocacy and support for people accessing the court system particularly in relation to obtaining violence restraining orders.

Service costs: Free service.

Service waiting time: Currently 2 - 3 weeks.

Crisis Care
Ph: (08) 9223 1111 or 1800 199 008
24 Hours per day, 7 days per week

Provides telephone information and counselling service for people in crisis needing urgent help.

Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

Family Relationship Advice Line
Ph: 1800 050 321
Mon - Fri – 8am – 8pm.
Sat –10am – 4pm.

Provides information on family relationship issues and advice on parenting arrangements after separation.
The Advice Line is for anyone who is affected by family relationship or separation issues and difficulties. This includes parents, grandparents, children, young people, step-parents or friends.

Ngala Midwest Gascoyne - Geraldton Family Counselling Service
Ph: (08) 9921 4477
Mon - Fri – 8.30am – 5pm.
http://edcentre.wa.edu.au/

- Provides a generic counselling service to individuals, families and community members resident in the Geraldton area.
- Service costs: $10.00 donation. Fee can be waived depending on circumstances of the client.
- Service waiting time: Generally within 5 days depending on the specific situation of the client.

Northern Districts Community Support Group Inc. - Morawa Counselling Service
Ph: 0428 711030
Mon - Fri – 9am – 5pm.

- Family and financial counselors available to provide support to rural individuals and families; through counselling, information and education.
- Service costs: Free service.
- Service waiting time: 1 day.

QLife Telephone Counselling Line
Ph: 1800 184 527
3pm – 12am – 7 days per week
http://www.livingproud.org.au/

- Provides phone counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.
- Services may also be used by friends and family of LGBTI people and mainstream service providers who are seeking accurate information and referral options for their relatives, friends or clients.

Relationships Australia WA
Ph: (08) 9489 6363 or 1300 364 277

Provides phone counselling service.

1800 Respect
Ph: 1800 737 732
24 Hours per day, 7 days per week
• 1800RESPECT is the National family violence and sexual assault telephone counselling service for those seeking help for themselves, a friend or relative, a colleague or a client. Professionals are also encouraged to use 1800RESPECT for support with secondary referrals or vicarious trauma.
• Provides telephone counselling, online counselling, and interpreting services.

Accommodation/Housing assistance

Regional Alliance West
Ph: (08) 9938 0600
Mon - Fri – 8.30am – 4.30pm. (Closed to the public on Fridays)

• Homelessness Program assists people experiencing homelessness in their efforts to secure housing.
• Private Rental Accommodation Casework Program supports people in their efforts to enter and remain in the private rental housing market.
• Tenant Advocacy Service provides information, advice, assistance and court representation to residential tenants facing issues in relation to their tenancies.

Homelessness Advisory Service
Ph: 1800 065  892
Mon - Fri – 9am – 5pm.

Provides information to primary and secondary homeless people that will assist them to seek their own accommodation.

S.T.A.Y. - Short Term Accommodation for Youth
Ph: (08) 99215696
24 hours 7 days a week

• STAY is a crisis service for young people who are aged between 15 and 25 years who may be experiencing a personal crisis, family conflict, financial difficulties or nowhere to live.
• Have a priority for those aged 15 to 19 years.
• A young person who is homeless or living in a situation that is detrimental to their physical and emotional health and wellbeing may be able to access this service.
• Provide meals, support, advocacy, referrals and mediation.
• Service costs: Depends on young person’s income. Accommodation is priced according to Community Housing Guidelines. We do not offer a service to youth on their ability to pay.
• Service waiting time: Varies.

St John of God - Horizon House Geraldton
Ph: (08) 9964 3042 Mobile 0447 275 494
Mon - Fri – 8.30am – 4pm.
https://www.sjog.org.au/horizonhouse
• Provides long-term accommodation and support for young people aged 16-22 years who are currently experiencing, or are at serious risk of, homelessness to enable them to access education, training and employment opportunities.
• Provides stable accommodation, general counselling and support, supported links to specialist appointments, individualised case management, and a life skills program.

TenancyWA - Tenants Advice Service
Ph: (08) 9221 0088 or 1800 621 888
Mon - Fri – 9am – 4.30pm.

Provides advice and assistance to residential tenants and community services across Western Australia on residential tenancy matters.

Family violence related Apps for Smart Phones/Tablets

Daisy App
Daisy can link you up with a service phone number, be used to search the internet for more information and let you know what to expect when contacting a service. Family members and friends can use Daisy to gather information and support a loved one’s decision making. Visit https://www.1800respect.org.au/daisy/

Girls Gotta Know App
Girls Gotta Know lists out resources for young women nation-wide. It is a mobile-responsive website, which means that it is easily viewed on a smartphone. Girls Gotta Know contains a wider range on information for young women on resources, rights and options. Visit http://girlsgottaknow.com.au/

Lisa Harnum App
This app is Australia-wide. BUZZ News App is a free application for iPhone that contains summaries of top stories in world, sports, and entertainment news, from the Lisa Harnum Foundation. This app also contains a Help Section which lists resources for victims of domestic violence. Download from iTunes app store

Kitestring App
Kitestring checks up on you with a text message when you’re out. If you don’t respond, a text message is sent to your friends. No downloads are needed and you don’t need a smartphone. Visit https://www.kitestring.io/

My Witness App
MyWitness is a digital witness in your pocket; a personal video safety system that alerts the people you trust most whenever you’re in danger, feel threatened or need help. MyWitness is an emergency response app. Visit https://mywitness.co/ Download from iTunes app store or Google Play.
**Penda App**
Penda is Australia's first financial empowerment app for women with a domestic and family violence focus. Penda is a free, simple to use app with national safety, financial and legal information and referrals. It has been tailored for intimate relationships but may still be relevant to other relationships, and women who are separating where domestic and family violence is not present. Penda is not intended to replace key services such as domestic violence support services, lawyers or the police but to increase users' knowledge and connect them with services. For more information visit [https://penda-app.com/about/](https://penda-app.com/about/)

**Positive Pathways**
The app has the façade of a women’s wellness app with Inspirational Quotes, Positive Moments and a Daily Diary which is password protected. The main function however is the emergency functionality with audio recording, pre-written help SMS and GPS location and a one touch 000 call function. This app is free to all users. Download from [iTunes app store](https://apps.apple.com) or [Google Play](https://play.google.com).

**The iMatter App**
The app has been developed to help young women understand the warning signs of abusive and controlling behaviour in relationships as well as promote healthy self-esteem. The aim is to build resilience, to educate about disrespect and intimate partner violence and to promote conversations among young people about healthy relationships. Download from [Google Play](https://play.google.com) or [iTunes](https://apps.apple.com).

**National & Interstate family violence contacts**

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<th>National</th>
<th>1800 RESPECT</th>
<th>1800 737 732</th>
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<tr>
<td><strong>Western Australia</strong></td>
<td>Crisis Care Unit</td>
<td>1800 199 008 (08) 9223 1111</td>
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<tr>
<td></td>
<td>Women’s DV Help Line</td>
<td>1800 007 339 (08) 9223 1188</td>
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<td></td>
<td>Men’s DV Help Line</td>
<td>1800 000 599 (08) 9223 1199</td>
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<tr>
<td></td>
<td>The Women’s Council for Domestic and Family Violence Services (WCDFVS)</td>
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<td>(08) 9420 7264</td>
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