



Fact Sheet 4 - RESOURCES FOR MANDATORY REPORTERS

Resources and support services are available to mandatory reporters and allied professionals who may experience personal issues resulting from making a mandatory report.

Prime Corporate Psychology Services

Offers an employee assistance program including counselling, management and referrals.

Telephone: (08) 9492 8900

Freecall STD: 1800 674 188

Facsimile: (08) 9446 8089

Email: psych@primepsychology.com

Access Integrated People Solutions, Catholic Education System

Employee Assistance Program

This program offers confidential counselling for work related, family or personal problems experienced by mandatory reporters in the Catholic Education System.

Available: 24 hours a day, seven days a week.

Telephone: 1300 667 700

Many organisations also have employee assistance programs to assist employees overcome problems that may be causing difficulties in their work or personal lives. Mandatory reporters should check with their employer to see what assistance program is available within their organisation.

A range of services are available to help children, young people, individuals and families overcome the effects of abuse and to prevent abuse from recurring.

Crisis Care, Department for Child Protection

Crisis Care is a free telephone information and counselling service for people in crisis needing urgent help.

Available: 24 hours a day, seven days a week.

Telephone: (08) 9223 1111

Freecall STD: 1800 199 008

TTY: (08) 9325 1232

(Can be accessed through the Telephone Interpreter Service)

Family Helpline

The Family Helpline is a free confidential telephone counselling and information service for families with relationship difficulties.

Available: 24 hours a day, seven days a week.

Telephone: (08) 9223 1100

Freecall STD: 1800 643 000

TTY: (08) 9325 1232

(Can be accessed through the Telephone Interpreter Service)

Women's Domestic Violence Helpline

Provides a free 24 hour telephone support and counselling service for women experiencing family and domestic violence.

Telephone: (08) 9223 1188

Freecall STD: 1800 007 339

Men's Domestic Violence Helpline

Provides a free telephone information, referral and counselling service for men to help them change their violence behaviour toward female partners.

Telephone: (08) 9223 1199

Freecall STD: 1800 000 599



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Sexual Assault Resource Centre (SARC)

SARC offers a free, 24 hour emergency service for people aged 13 years or over who have been sexually assaulted or sexually abused recently (within the last two weeks).

Available: 24 hours a day, seven days a week.

Crisis line: (08) 9340 1828

Freecall: 1800 199 888

SARC also provides a free counselling service during business hours to people who have experienced sexual assault or sexual abuse in the past (more than two weeks ago).

Business hours: 8:30am - 5:00pm

Counselling line: (08) 9340 1899

Administration: (08) 9340 1820

Lifeline Australia

Lifeline's counselling service is staffed by trained volunteer telephone counsellors who are ready to take calls 24 hours a day, seven days a week from anywhere in Australia.

The service respects everyone's right to be heard, understood and cared for, and can provide information about other support services.

Available: 24 hours a day, seven days a week.

Telephone: 13 11 14

Kids Help Line

Kids Help Line is a free and confidential telephone counselling service for 5 to 25 year olds in Australia.

Available: 24 hours a day, seven days a week.

Telephone: 1800 55 1800