# Counselling support

## For people with disability who have experienced violence, abuse, neglect or exploitation

## How to use this fact sheet

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| parliament house | The Australian Government wrote this fact sheet. When you see the word ‘we’, it means the Australian Government. |
| easy read logo | We have written this fact sheet in an easy  to read way.  We use pictures to explain some ideas. |
| word list | We have written some words in **bold**.  We explain what these words mean. |
| A woman is helping a man read a document. | You can ask for help to read this fact sheet.  A friend, family member or support person  may be able to help you. |

## Do you need support?

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|  | Counselling support is available for people with disability who have experienced: |
| a fist symbol for violence | * **violence** – if someone is hurting  you physically |
| the symbol for abuse | * **abuse** – if someone is treating you badly |
| the symbol for neglect | * **neglect** – if someone is not helping you  the way they are supposed to help you |
| the symbol for exploitation | * **exploitation** – if someone is taking advantage of you. |
| 000 and the police branding | If you are experiencing any violence or abuse,  or if you feel unsafe, call 000 or contact the Police. |

## Counselling support

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|  | Counselling support is when you:   * talk to someone about how you think  and feel * talk about ways to help you feel better. |
| a woman supporting another woman | You might need support from a **counsellor**. |
|  | A counsellor will support you to: |
| a man pointing at himself | * talk about your feelings and emotions  in a safe space |
| a man supporting another man | * work out a problem or issue. |
|  | The support you can get is: |
| a man with his thumbs up next to a dollar and cross sign | * **free** – it won’t cost you any money |
| a person holding two scales evenly to show independence | * **independent** – it is run by disability organisations, not by the Australian Government |
|  | * **confidential** – the person you talk to won’t share what you say with anyone else. |

## Who provides counselling?

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|  | The National Counselling and Referral Service provides counselling services to:   * people with disability * their families and carers * people who work with people with disability. |
|  | It is run by the Blue Knot Foundation. |
|  | Blue Knot provides counselling:   * over the phone * through an online chat * in a video call. |
|  | There are also other counselling organisations that offer:   * long-term counselling services * culturally appropriate support for Aboriginal and Torres Strait Islander people |

## Who can you call?

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|  | You can contact the National Counselling and Referral Service to speak to a counsellor. |
| a phone | **1800 421 468**  or  **(02) 6146 1468** |
|  | From:   * 9 am to 6 pm (AEST/AEDT) on weekdays * 9 am to 5 pm (AEST/AEDT) on weekends and national public holidays. |
| a www symbol for internet | You can also find counselling services on our website at [www.dss.gov.au/](http://www.dss.gov.au/disability-royal-commission-support)**disability-royal-commission-support** |

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|  | If you speak a language other than English,  you can call: |
|  | Translating and Interpreting Service  **131 450** |
|  | If you are deaf or have a speech or hearing impairment, you can call: |
|  | TTY  **1800 555 677** |
|  | Speak and Listen  **1800 555 727** |
|  | National Relay Service  **133 677**  [www.relayservice.gov.au](http://www.relayservice.gov.au) |

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