# Counselling and advocacy 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 and advocacy 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. |

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|  | This includes: |
|  | * men |
|  | * women |
|  | * children |
|  |  |
|  | * people from Aboriginal and Torres  Strait Islander communities |
|  | * people from different cultures  and backgrounds |
|  | * people who identify as LGBTIQA+. |

## What support is available?

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|  | Two types of support are available: counselling support and advocacy support. |
|  | * **counselling support** |
|  | Counselling support is when you:   * talk to someone about how you think and feel * talk about ways to help you  feel better. |
|  | * **advocacy support** |
|  | Advocacy services:  help you to have your say  give you information and advice  help you work out issues or problems you have. |
|  | Counselling and advocacy support 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 can you call?

|  |  |
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|  | To speak to a counsellor or find an advocate, you can contact the National Counselling and Referral Service. |
| 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 these services on our website at [www.dss.gov.au/](http://www.dss.gov.au/)[disability-royal-commission-support](https://www.dss.gov.au/disability-and-carers-disability-royal-commission-support-services/find-disability-royal-commission-support-services-in-your-area) |

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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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