Tasmanian Family and Sexual Violence Service System Map

This resource provides an overview of family and sexual violence-related services, programs and pathways across Tasmania. It has been developed to support practitioners, organisations and victim-survivors to better understand and navigate Tasmania's family and sexual violence service system. It combines:

- System-level mapping information
- Operational referral pathway information
- Service access processes and indicative wait times (noting these may change)
- Regional service availability
- Service navigation considerations

The Service Map is organised across the continuum of prevention, early intervention, response, recovery and health services, with colour coding used to support navigation.

Please note that this is a live document and service information may change over time. While TFSVA will endeavour to keep the information as current as possible, the Service Map should be used as a guide only. Users are encouraged to contact individual services directly to confirm eligibility requirements, referral processes, service availability and current wait times.

TFSVA welcomes updates and additions to ensure the Service Map remains accurate and useful. To suggest a new service, program or pathway, or to provide updated information, please contact **membership@tfsva.org.au**.

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PREVENTION

Statewide Prevention Services and Programs

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Our Watch	National primary prevention leadership and statewide prevention partnership with Tasmanian Government. Supports statewide prevention advice and strategy.	enquiries@ourwatch.org.au	N/A
DV-alert Training (Lifeline Tasmania)	Free nationally recognised frontline worker training. DSS-funded workforce capability program for practitioners.	http://dvalert.org.au	N/A
Stop It At The Start Campaign	National prevention campaign targeting adults influencing young people. Community awareness and social norms campaign.	www.respect.gov.au	N/A
SASS	Statewide – all schools. DECYP funded and fee for service. CaRE@School. Whole-of-school Consent and Relationships Education program - students, workforce, parents and caregivers.	Training@sass.org.au	N/A
SASS	CaRE4Peers. Mentoring Program – mentoring program to build place-based prevention capability with peer-based learning, upstanding and leadership in consent and respectful relationships across school communities.	Training@sass.org.au	N/A
SASS	CaRE@University. Evidence informed program for young adults and adults attending university and living in residential student accommodation.	Training@sass.org.au	N/A
SASS	Creating Safer Workplaces and Positive Duty for Leaders programs. Assist workplaces to better prevent and respond to sexual harassment and assault in the workplace while meeting legal and WHS obligations.	Training@sass.org.au	N/A

SASS	Community and professional capability building. Suite of tailored education and training initiatives. Include a focus on preventing, identifying and responding to child sexual abuse, exploitation, and harmful sexual behaviour.	Training@sass.org.au	N/A
SASS	Industry and sector Consultation and Partnerships. Support for industry groups to develop tailored prevention initiatives and action to prevent, identify and respond to sexual harm in the community.	Training@sass.org.au	N/A
Service Tasmania Community Grants	Family and Sexual Violence: Supporting Diverse Communities Grants. Community-led culturally responsive prevention initiatives. Includes CALD and temporary visa focused initiatives	www.service.tas.gov.au/community-grants/family-and-sexual-violence-supporting-diverse-communities-grants-program	Varies
Coercive Control Training	Small Steps 4 Hannah Training for identifying coercive control and early warning signs. Delivered with Safe at Home and Tasmania Police	safeathome@justice.tas.gov.au	N/A
Into the Loop	Annual statewide sector connection and knowledge-sharing event. Strengthens interagency connections	Safe at Home safeathome@justice.tas.gov.au	N/A
Mentors in Violence Prevention (MVP)	Bystander intervention program. Australia's first MVP program	Hobart Women's Shelter https://community.hobartws.org.au/about	N/A
Engender Equality Prevention Programs	Community education, consultancy and Advocates for Change. Prevention and behaviour change focus	www.engenderequality.org.au	N/A
Laurel House	School-based and community prevention workshops.	www.laurelhouse.org.au	N/A
SASS	PAST (Prevention, Assessment, Support, Treatment) Program (Statewide) Specialist prevention/early-intervention of harmful sexual behaviours program for children and young people up to 18 years who have displayed harmful sexual behaviours.	Self-referral: 1800 697 877 Parent, carer or family member: 1800 697 877	

	Training/education for parents, caregivers, educators and professionals to support prevention, identification and response as well as professional advice and consultation.	Org/ agency referral: referral via www.sass.org.au	
DECYP - Respectful Relationships Education	Statewide Government Schools. School-based respectful relationships program aligned to curriculum. Delivered through education system.	www.respectfulrelationships.education.tas.gov.au	N/A
Shark Cage Program	Provided through multiple organisations: Yemaya / Tasmanian Aboriginal Legal Service (SIS) / Women's Legal Service Tasmania	www.womenslegaltas.org.au www.sistas.org.au www.yemaya.com.au	
Where's Your Line Training	Community workshops/conversations. 1 day training run by multiple organisations: Engender/WLST/Women's Health Tas/Laurel House	www.laurelhouse.org.au www.womenshealthtas.org.au www.engenderequality.org.au www.womenslegaltas.org.au	N/A
Legal Aid Tasmania	Community Education – legal issues. Community education – school presentations	www.legalaid.tas.gov.au	N/A
Come Out to Play	Available through grants. 0-5yrs education through theatre (Respectful Relationships). Through multiple organisations: Laurel House / WLST / Playgroup Tas	www.laurelhouse.org.au www.womenslegaltas.org.au www.playgrouptas.org.au	N/A
Pathways to Safety	Primary Health Tasmania – eLearning and face to face. Early identification education. eLearning Modules for GPs/practice nurses/clinical staff and managers/reception and admin staff	www.learning.primaryhealthtas.com.au/resource/family-and-sexual-violence/family-and-sexual-violence-pathways-safety	N/A
Bravehearts Ditto Program	Lower Primary Schools. Keep Safe Adventure Program (children in early years – lower primary). Personal safety education (live or digital show)	www.bravehearts.org.au	N/A
Family Planning Tasmania	Kindergarten – Year 6. Growing Up Program. Relationships, sexuality and protective behaviours program in schools mapped to the Australian Curriculum.	www.fpt.org.au/programs/schools-educators/growing-up-program-gup/	N/A

Regional Prevention Services

West and North West

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Laurel House Community Education	Prevention programs and professional training. North-West regional prevention work.	www.laurelhouse.org.au	
Shark Cage Program	TALS/SiS. Running at Smithton High School.	1800 747 827 www.sistas.org.au	

Launceston and North East

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Laurel House Community Education	Prevention programs and professional training/community conversations. North and North-East regional prevention work.	www.lauralhouse.org.au	

South East

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Huon Domestic Violence Service	Community Education. Awareness and prevention programs. Huon Valley focused prevention work.	www.huondomesticviolence.com.au	

EARLY INTERVENTION

Statewide Early Intervention Services and Programs

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
1800RESPECT	National 24/7 counselling, information and referral. National entry point.	1800 737 732 www.1800respect.org.au	None
Primary Care Family and Sexual Violence Support Pilot	Primary Health Tas/Engender Equality. GP screening and referral support.	www.engenderequality.org.au/pcfsv	None
Men's Referral Service (No to Violence)	For men using violence. 24/7 Counselling and referral, secondary consultation also available. Self-referral, DoJ, SFCU, Tas Pol.	1300 766 491 www.mrs.org.au	None
Safe Families Coordination Unit (SFCU)	Multi-agency coordination for high-risk FV response. Includes child safety review and electronic monitoring oversight.	System referral	N/A
Safe and Together Model	Child-centred practice training. Rolled out to child protection workers via Anglicare.	www.anglicare-tas.org.au/domestic-and-family-violence-training/	N/A
Strong Families Safe Kids Advice and Referral Line	Child safety advice and referral. Key child safety entry point.	1800 000 123 www.strongfamiliessafekids.tas.gov.au	None
Just Healthy Families Program	Integrated legal and health support. Delivered in Child and Family Learning Centres through Womens Legal Service Tasmania and Tasmania Legal Aid.	www.womenslegaltas.org.au www.legalaid.tas.gov.au	Varies
Child and Family Learning Centres (CFLCs)	Family support, social work and psychology support. Includes Aboriginal Family Safety Workers.	www.decyp.tas.gov.au/learning/early-years/child-and-family-learning-centres-cflcs/	Varies

SafeChoices (CatholicCare)	Non-crisis advice and referral support. Statewide information and referral support.	www.catholiccaretas.org.au/services/safechoices-family-violence-support/ Call: 1800 819 447 Text: 0419 938 717	None
Small Steps for Hannah Coercive Control Training	Training for identifying coercive control and early warning signs. Delivered with Safe at Home and Tasmania Police.	www.smallsteps4hannah.com.au www.safeathome.tas.gov.au	N/A
Tasmanian Legal Aid	Safe@Home Program, FASS Program, Legal Help, Senior Assist, Mental Health. Legal Help can triage and refer to appropriate TLA section/program. Opening hours Mon-Fri 8:45 – 5pm. Referral by office/phone/verbal/email. Self-referrals accepted.	www.legalaid.tas.gov.au 1300 366 611	Varies
Integrated Family Support Service (IFSS)	Statewide program delivered by a variety of organisations. Families with children at risk of intervention by Child Safety. To be eligible a child under 18 must be living in the home, and there must be identified goals to work on. Through Strong Families Safe Kids Avice and Referral Line or self-referral. 9am-5pm Monday – Friday.	1800 000 123 (select option 2)	

Children and Young People Early Intervention and Support

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Children and Young Persons Program (CHYPP)	Therapeutic support for children and young people impacted by FV. Caregiver/professional referral. See website for safety considerations.	North: (03) 6777 2290 North West: 1800 608 122 South: (03) 6166 0444	3–12 months

Australian Childhood Foundation (ACF)	Specialist counselling for children affected by FV. Eligibility and referral pathway dependent. Accept all referral pathways if criteria met. Includes Outreach services.	1300 381 581 info@childhood.org.au	Up to 18 months
ACORN Program – Relationships Australia Tas	Child and young person counselling after family violence. Intake assessment required. No referral required.	1300 364 277	2–7 weeks
Engender Equality	15+ young people experiencing intimate partner violence. Generally 15yrs and up. Self-referral.	www.engenderequality.org.au	12 – 18 months
SevenUP Rural Health Tasmania	Drop-in youth support. Wynyard and Smithton service currently operating. No referral needed. Drop-in service. Wynyard hours: Tues-Thurs 3-5pm during school terms. Smithton hours: Mon, Wed, Thurs 3-5 in school terms.	6452 1266 27-29 King Street, Smithton 46A Hogg Street, Wynyard	None
Reach Out	Online peer support for young people. Ages 16–25. Monday-Thurs 3-8pm. Friday 11.30am – 4.30pm.	www.au/reachout.com/peerchat	None
Step Up Program	Home Base. Program for young people using violence at home or in relationships. Ages 11–17. Online referral. Southern and Northern teams.	www.homebasetas.org.au/step-up	Varies
Supporting Adolescent Boys Trial (SABT)	Home Base. Early intervention for adolescent boys. North and South only. Online referral.	www.homebasetas.org.au/sabt	None
Laurel House	North/NW. Sexual assault support. Self/professional referral. Walk in/crisis support at Arch Centres.	www.laurelhouse.org.au	6–20 months for long term counselling.
CHAPS	Statewide. Routine screening – referral to paediatric/specialist services. Respectful relationships conversations, parenting skills. Supporting families with children aged 0-5yrs. Referral through Birthing services including private midwives.	www.health.tas.gov.au/health-topics/child-and-youth-health/child-health-and-parenting-service-chaps	Varies

KIDS HELPLINE	National hotline ages 5-25. Confidential, free 24/7 online and phone counselling service for young people.	1800 551 800	None
HeadSpace (Cornerstone)	Launceston, Devonport, Burnie. Mental Health/ Sexual Health Support for 12 – 25yrs. yAsp – Young Aboriginal Support Program. Direct Access.	www.headspace.org.au	Varies
SASS	Children and families program – crisis and therapeutic support and counselling. South Tasmania based.	Self-referral: 1800 697 877 Parent, carer or family member: 1800 697 877 Org/ agency referral: referral via www.sass.org.au Arch: walk-in model	Varies
SASS	PAST (Prevention, Assessment, Support, Treatment) Program (Statewide) Specialist prevention/early-intervention of harmful sexual behaviours program for children and young people up to 18 years who have displayed harmful sexual behaviours. Training/education for parents, caregivers, educators and professionals to support prevention, identification and response as well as professional advice and consultation.	Self-referral: 1800 697 877 Parent, carer or family member: 1800 697 877 Org/ agency referral: referral via www.sass.org.au	
BaptistCare – Caring Dads Program	Launceston – face to face program. 17 weeks Behaviour Change Program Must have regular contact (supervised or unsupervised) with a child aged 0-16yrs. Men convicted of child sexual abuse are ineligible. Eligibility through an assessment interview. Self or professional referral.	Caringdadstas@baptcare.org.au	

Youth Law Australia	National program – base in Hobart. Free and confidential legal information, education and representation for children and people up to 25. Advise children on issues such as sexting, the age of consent, sexual offences, victim support and interactions with police. Support children who have experienced harm, or those who may have caused harm to others.	https://yla.org.au Online self-referral form Phone referral: 1800 950 570	

Regional Early Intervention Programs

Launceston and North East

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Karinya Young Women's service – North	Crisis Support/Accommodation, Transitional Tenancy, Karinya Young Mums. (ages 13-24). Direct Access.	www.karinyayouthservices.org.au	

Hobart (Greater Hobart)

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
CatholicCare Specialised Family Violence Service	Family-focused counselling via CatholicCare referral.	1800 819 447	

South East

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
South East Tasmanian Aboriginal Corporation (SETAC)	Aboriginal family support. Self-referral – direct contact. Mon – Fri 8.30am – 4:30pm.	www.setac.org.au	

RESPONSE

Adult Victim-Survivor Counselling and Crisis Support

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Yemaya Women's Support Service	North	Self/professional referral. Initial contact within 5 working days.	6334 0305 admin@yemaya.com.au www.yemaya.com.au	9 months
Laurel House	North/ NW	24/7 Sexual assault support. Self/professional referral. Crisis support and walk in at Arch with little to no wait.	www.laurelhouse.org.au 1800 697 877 (24/7) North: 6334 2740 North West: 6431 9711	6–20 months for long term counselling.
RAIN – Anglicare Tasmania	North-West	Non-crisis support, counselling and advocacy for people who have or are experiencing relationship violence, including outreach services. Self/professional referral	1800 243 232 www.anglicare-tas.org.au	Approx 8 weeks
Huon Domestic Violence Service	South	Mon – Fri 9am-4.30pm. Phone support/self-referral. Check-in support available.	6264 2222 www.huondomesticviolence.com.au	Approx. 2 weeks
SASS – Sexual Assault Support Service	South	Information, advice, referral, crisis support, brief interventions and groups Counselling. Arch: walk-in model. Forensic therapeutic service available in Risdon Prison, Mary Hutchinson Women's Prison, Outreach	Self-referral: 1800 697 877 Parent, carer or family member: 1800 697 877 Org/ agency referral: referral via www.sass.org.au	Varies

		from Hobart for adult victim-survivors serving custodial sentences or community-based orders.		
Engender Equality	Statewide	Therapeutic counselling. Self-referral and online form. Significant regional wait variation. Wait times for North/NW – 6-9 months. Wait times for South – 15-18 months.	www.engenderequality.org.au	Varies
SafeChoices	Statewide	Non-crisis information and referral. Phone/text/online referral.	www.safechoicestas.org.au 1800 806 189 – call 0419 938 717 – text safechoices@aohtas.org.au -email	None
Tasmanian Sexual Assault Crisis Line	Statewide	No referral needed. 24-hour crisis support, including to coordinate forensic therapeutic examinations, and / or support to make a police report. SASS South. Laurel House North and North West.	1800 697 877	None
SASS National Redress Support Service	Statewide	Support victim survivors of institutional child sexual abuse to engage/ who are engaged with the National Redress Scheme.	Self-referral: 1800 697 877 Parent, carer or family member: 1800 697 877 Org/ agency referral: referral via www.sass.org.au	Varies
CatholicCare Counselling	Statewide	Therapeutic Counselling Services through a weekly allocation process. Primarily self-referral.	1800 819 447 www.catholiccaretas.org.au	Approx. 1 month
Relationships Australia Redress Support Service	Statewide	Support victim survivors of institutional child sexual abuse to engage/ who are engaged with the National Redress Scheme.	1300 364 277	1–2 months

		Phone/referral form. No referral required. Initial assessment process.		
Tasmanian Health Service – forensic medical examinations	Statewide	Free, confidential medical and forensic assessment for victims of sexual assault. Self or professional referral. Ideally within 24 hours of an assault. Can be supported by Laurel House / SASS.	1800 697 877	Nil
Family Violence Counselling and Support Service (FVCSS)	Statewide	Self/professional referral via phone. A Tasmanian Government Safe at Home initiative. Weekdays: 9am–midnight. Weekends/public holidays: 4pm–midnight.	1800 608 122	None

Housing and Accommodation

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Karinya Crisis Accommodation	North	Young women 13–20. Referral via phone and online referral on website.	0407 557 410 www.karinyayouthservicestas.org.au/karinya-crisis-accommodation	Varies
Karinya Youth Transitional Tenancy	North	Transitional accommodation for young people 16-24. Referral via phone and online referral on website.	0407 557 410 www.karinyayouthservicestas.org.au	Varies
Karinya Young Mums Program	North	Young parents and pregnant women aged 15-24. Referral via phone and online referral on website.	0407 557 410 www.karinyayouthservicestas.org.au/young-mums-kym	Varies
Magnolia Place (Launceston Women's Shelter)	North	Prioritised waitlist. Therapeutic FV wrap around support offered. Self/professional referral.	6344 5322 www.lws.org.au	Varies
Youth Futures Crisis Accommodation	North	Young men 13–20. Self/professional referral.	0438 866 394	Varies

			https://youthfutures.org.au/crisis-accommodation	
North West Tasmania Women's Shelter	North-West	Intake assessment process. Therapeutic FV wrap around support offered. Self/professional referral.	6425 1382 www.nwtws.org.au	Varies
Marram Place Devonport Men's Shelter	North-West	Transitional accommodation. Through Housing Connect.	1800 819 447 www.catholiccaretas.org.au/services/devonp[ort-mens-shelter/	Varies
Oakleigh Accommodation Services	North-West	Emergency and transitional accommodation. Self/professional referral.	6430 4100 www.salvationarmy.org.au/locations/crisis-accommodation/oakleigh-accommodation-services5/	Varies
Wyndarra Outreach Housing	North-West	Smithton Outreach housing support. Direct contact for referral.	6452 2722	Varies
Mara House – Home Base	South	Young women 13–20. Self/professional referral.	6231 2782 www.homebasetas.org.au/mara-house	Varies
Jireh House	South	Up to 12-week accommodation. Self/professional referral – online referral form on website.	6232 3850 www.jirehhouse.org.au	Varies
McCombe House	South	Therapeutic wrap around support for women and non-binary people and children. Encourage ongoing contact. Self-referral preferred.	6228 1099 www.signpost.org.au/mccombe-house-the-salvation-army/	Varies
Bethlehem House	South	Transitional accommodation for men. Includes intake process and testing. Online referral form. Initial contact within 2–3 business days.	6234 4594 www.bethlehemhouse.org.au	Varies

Annie Kenney Women's Emergency Accommodation	South	Single women aged 13-20. Intake assessment process. Phone referral.	6272 7751	Varies
Amelie House	South	Women without children. Self-referral.	6146 0508	Varies
Hobart Women's Shelter	South	Encouraged ongoing contact. Therapeutic FV wrap around support offered. Prefer self-referral.	6273 8455 www.hobartws.org.au	Varies
Karadi – Our Path Home	South	Aboriginal Women and Children experiencing family violence. Housing for up to 10 weeks. Self/professional referral through Housing Connect or TALS.	6272 3511 www.karadi.org.au/housing TALS: alo@tals.net.au	
Safe Space	South	24-hour homelessness support. Direct access. Day Program: 8-4pm connection, food, service provider information. Night Program: through self-referral by presenting at Day Space.	0432 039 258 www.hobartcitymission.org.au/emergency-housing	Varies
Housing Connect	Statewide	Entry point for housing assistance. Self-referral/drop in.	1800 800 588 www.homestasmania.com.au/housing-and-homelessness/housing-connect	Approx. 4 weeks
Launch Youth Housing	Statewide	Young men 13–20. Through Housing Connect.	6224 3090 www.pathwaystas.org.au/launch/	Varies
Safe Places Emergency Accommodation	Statewide	Grants to build, remodel or purchase new crisis accommodation for women and children experiencing family violence. Multiple referral pathways.	www.treasury.gov.au/policy-topics/housing/safe-places-emergency-accommodation-program	Varies

Family Violence Rapid Rehousing Program	Statewide	Transitional housing up to 24 months. Housing referral pathways through Housing Connect.	1800 800 588	Varies

Financial Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Centrelink	Statewide	Statewide offices and phone support. Direct access.	136 150 www.servicesaustralia.gov.au/centrelink	None
Keeping Women Safe in Their Homes	Statewide	Home security upgrades, referral made through support services. Requires police report about family violence.	Through support services. 1800 608 122 (Family Violence Counselling and Support Services)	None
Safer in the Home – Salvation Army	Statewide	Security upgrades and safety support. Online referral.	6228 1099 www.salvationarmy.org.au/services-and-support/family-and-domestic-violence	None
Leaving Violence Program	Statewide	Online application. Up to $5,000 assistance.	1800 253 283 www.leavingviolenceprogram.org.au	None
Flexible Support Packages	Statewide	Brokerage and practical support through support services. Requires police report about family violence.	Through support services. 1800 608 122 (Family Violence Counselling and Support Services)	None
Financial Independence Hub	Statewide	Financial support and advice via phone.	1300 050 150 www.goodshep.org.au/services/fih	None
NILS Tasmania	Statewide	No interest loans. Phone or online enquiry.	1300 301 650 www.nilstasmania.org.au	None
Online Money Clinic	Statewide	Financial counselling and support via phone.	1800 730 031 www.cwes.org.au/money-clinics	None

Anglicare	Statewide	Financial Counselling.	1800 243 232 www.angliecare-tas.org.au/financial-counselling	None
Womens Legal Service Tas	Statewide	Financial Counselling.	1800 682 468 www.womenslegaltas.org.au	None
City Mission	Statewide	Emergency Financial Relief Provider.	6335 3000 (North) 6432 2543 (North West) 6215 4200 (South)	None
Salvation Army	Statewide	Emergency Financial Relief Provider.	6208 1488 www.salvationarmy.org.au	None
St Vincents	Statewide	Emergency Financial Relief Provider.	1300 305 330	None
Neighbourhood Houses Tasmania	Statewide	Emergency Financial Relief Provider.	6228 6515 www.nht.org.au	None

Legal Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Launceston Community Legal Centre	North	Free legal assistance. Drop in or appointments.	6334 1577 www.lclc.net.au	Approx. 1 week
North West Community Legal Centre	North-West	Direct contact. Advice and referral service.	6424 8720 www.nwclc.org.au	Varies
Tasmanian Legal Aid Family Advocacy and Support Service (FASS)	North/ South	Direct contact or referral via email or phone. Court referral pathways. Via Relationships Australia. Support for Family Law matters.	1300 366 611 www.legalaid.tas.gov.au/fass	Varies

		Duty lawyer- limited legal advice. Social Support workers- phone-based and in person support.		
Hobart Community Legal Service	South	Direct contact/drop in – appointment preferred. Southern Tasmania legal support.	6223 2500 www.hobartlegal.org.au	None
Tasmania Legal Aid – Safe at Home	Statewide	Statewide legal representation. Legal help: phone line/clinic session. Family/criminal law services. Senior assist: re elder abuse. Mental health: re guardianship treatment orders. Family advocacy and support service – people in FV issues in family law court. NDIS appeals. TasVOCAL – legal advice for survivors of institutional sexual abuse. Direct contact or referral.	1300 366 611 www.legalaid.tas.gov.au/safe-at-home	Varies
Women's Legal Service Tasmania (Integrated Service)	Statewide	Advice line and appointments. Face-to-face available. Inc SW support, financial counselling.	1800 682 468 www.womenslegaltas.org.au	None
Tasmanian Aboriginal Legal Service	Statewide	Holistic legal support. Phone/email referral. Family Violence Support available.	1800 595 162 www.tals.net.au	None
SIS Tasmania	Statewide	Holistic family violence support. Phone or online contact.	1800 747 827 www.sistas.org.au	None
Court Support and Liaison Service	Statewide	Direct contact or attendance. Adult and child victim support through Safe at Home.	6165 4988 www.justice.tas.gov.au/victims/services/court-support-and-liaison-service	None
Tas Refugee Legal Service - Family	Statewide	Direct contact or referral - phone/email/webform.	6169 9473	None

Violence Migration Service		Legal migration/visa support - asylum seekers, humanitarian entrants in Tasmania. Family Violence Migration Service - legal advice for temporary visa holders experiencing family violence.	www.trls.org.au	
Youth Law Australia	National / Statewide / Hobart	Free and confidential legal information, education and representation for children and people up to 25. Advise children on issues such as sexting, the age of consent, sexual offences, victim support and interactions with police. Support children who have experienced harm, or those who may have caused harm to others.	https://yla.org.au Online self-referral form Phone referral: 1800 950 570	

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Peacock Centre (Safe Haven)	Hobart	Walk in. 15 years and over Open 9am – 10pm	6166 1336 www.health.tas.gov.au/health-topics/mental-health/tasmanias-mental-health-system/adult-mental-health-service/peacock-centre	Walk in
Women's Health Tasmania	Statewide	Health information and support Self/professional referral	6231 3212 www.womenshealthtas.org.au	Approx. 2 months
Family Planning Tasmania	Statewide	Sexual and reproductive health Online or phone booking	6273 9117 www.fpt.org.au	None
Sexual Health Service Tasmania	Statewide	GP referral. STI referrals prioritised. Transgender services.	North / North West: 6777 1371 South: 6166 2672	Varies

			www.health.tas.gov.au/health-topics/sexual-and-reproductive-health/sexual-health-services	
Aboriginal Health Service	Statewide	Aboriginal health supports Direct access	6234 0777 www.tacinc.com.au/services/health/ahs-nipaluna/	None
Access Mental Health	Statewide	Online referral 24-hour mental health support	1800 332 388	None
Arch Centres	Hobart / Launceston / Burnie	Referral and direct support Multi-agency sexual harm response Open 9am-5pm weekdays	Level 1, 102-104 Cameron Street, Launceston 36 Wilmot Street, Burnie Level 2, 54 Victoria Street, Hobart www.arch.tas.gov.au	Varies

Drug and Alcohol Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Alcohol and Drug Services (DoH)	New Town / Launceston /Ulverstone	Self/professional referral.	1300 139 641 (Mon – Fri 9-5) 1800 250 015 (24-hour free call)	None
Alcohol and Other Drug Helpline	Statewide	Counselling and referral. 24 hours. Direct free phone support.	1800 250 015	None
ADATS – Anglicare Tasmania	Statewide	Phone/email/referral form. Ages 14+.	1800 243 232 connectsupport@anglicare-tas.org.au	Approx 6 weeks

Uniting AOD Services	Statewide	Direct contact. Includes Catalyst rehabilitation program.	1800 888 236	None
ADIS	Statewide	Direct access. 24/7 support. 24hour telephone support, advice, information and referral.	1800 811 994	None
Family Drug Support	Statewide	Direct access. Family support service. 24-hour phone support.	1300 368 186	None
Alcohol, Tobacco & other Drugs Council (ATDC)	Statewide	Lived Experience Advocacy Service via EOI. Peak Body.	www.atdc.org.au	None
Salvation Army – The Bridge	Hobart/ Launceston /Ulverstone	Service for overcoming and recovering from addictions.	Hobart: 6232 2900 Launceston: 6323 7500 Ulverstone: 6425 7453 www.bridgetasmania.org.au	Varies

LGBTQIA+ Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
QLife	Statewide	Phone/webchat - peer support. 3pm – 9pm everyday.	1800 184 527 www.qlife.org.au	None
Working It Out	Statewide	Direct access. LGBTQIA+ community support.	6231 1200 www.workingitout.org.au	None
Tasmanian Gender Service	Statewide	GP/Paediatrician/Psychiatrist referral. Strongly recommends GP support while waiting.	6166 0000 www.health.tas.gov.au/health-topics/child-and-youth-health/tasmanian-gender-service-tgs	Varies
Clinic 60 and Clinic 34	Statewide	GP referral. STI referrals prioritised. Outreach to Devonport.	South: 6166 2672 www.health.tas.gov.au/service-finder/clinic-60	Approx 4 weeks

			North: 6777 1371 www.health.tas.gov.au/service-finder/clinic-34	
Engender Equality/ Working It Out	Statewide	15yrs and older LGBTIQA+ people who have experienced intimate partner violence. Mid to Long term support. Direct access.	6278 9090 https://engenderequality.org.au/contact-us/	Varies

Aboriginal and Torres Strait Islander Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Circular Head Aboriginal Corporation	North West	Direct contact. Community supports.	6452 1287 www.chac.com.au	None
No. 34 Aboriginal Health Service	North West	Phone referral. Rural Health Tasmania.	6417 6080 www.ruralhealthtasmania.com.au/programs-services/no-34-aboriginal-health-services/	None
South East Tasmanian Aboriginal Corporation	South East	Direct contact. Aboriginal family support. Therapeutic Counselling Services.	6295 1125 www.ssetac.org.au	None
Tasmanian Aboriginal Family Safety Service	Statewide	Direct access. Support for people impacted by FDSV – court support, crisis care, advocacy, culturally safe pathways to healing.	0429 965 459 www.tafss.org.au	None
13Yarn	Statewide	Direct access. 24/7 Aboriginal crisis support.	13 92 76 www.13yarn.org.au	None
SIS Tasmania	Statewide	Phone or online contact. Holistic Support.	1800 747 827 www.sistas.org.au	None
Tasmanian Aboriginal Centre	Statewide	Direct access. Family support programs.	6234 0700 www.tacinc.com.au	None
Karadi	Statewide	Direct access. Accommodation pathways through Housing Connect/TALS. Health/Therapeutic Counselling Services.	6272 3511 www.karadi.org.au	None
Court Support Worker	Statewide	Direct contact. Court support via Safe at Home.	6165 7530 1300 663 773	None

Aboriginal Health Service	Statewide	Direct access. Aboriginal health supports.	6234 0777 www.tacinc.com.au/services/health/ahs-nipaluna/	None

Migrant and Refugee Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Welcome Cultural Services	North	Direct access.	1800 672 586 www.welcomeculturalservices.au	None
Humanitarian Settlement Program	North	Up to 5+ years post arrival. FSV support including referral to specialist services. CatholicCare/Uniting Care/MRC	https://mrctas.org.au/humanitarian-settlement-program-hsp/	None
Phoenix Centre	North / South	Online referral. Trauma-informed CALD counselling.	6234 9138 www.mrctas.org.au/phoenix-centre	None
Be Hers	South	Support to multicultural women experiencing FV (including Temporary Visa Holders).	www.behers.org.au	None
Tas Refugee Legal Service - Family Violence Migration Service	Statewide	Direct contact or referral - phone/email/webform. Legal migration/visa support - asylum seekers, humanitarian entrants in Tasmania. Family Violence Migration Service - legal advice for temporary visa holders experiencing FV.	6169 9473 www.trls.org.au	None
Migrant Resource Centre Tasmania	Statewide	Direct access. Program-specific wait times.	6221 0999 www.mrctas.org.au	Varies
Red Cross Emergency Relief	Statewide	Phone or online. Temporary visa and asylum support.	6235 6077 tasemergencyservices@redcross.org.au	None

CatholicCare Tasmania – Multicultural Programs	Statewide	Direct access or referral online/email. Support for newly arrived people from refugee/migrant backgrounds.	1800 819 447 https://catholiccaretas.org.au/ info@mp@aohtas.org.au	None

Specialist Older Persons Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Tasmanian Elder Abuse Hotline	Statewide	Direct access. Phone and text support.	1800 441 169 www.elderabuse.tas.gov.au	None
Elder Relationship Service	Statewide	Direct access. Free support service.	1300 364 277 www.tas.relationships.org.au/get-support/services/elder-relationship-service	Varies
COTA Tasmania	Statewide	Direct access. Resources and advocacy.	6231 3265 www.cotatas.org.au	None
Tasmanian Legal Aid – Senior Assist	Statewide	Direct access. Legal information, advice and assistance.	1300 366 611 www.legalaid.tas.gov.au	Varies

Men Who Use Family Violence Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
BaptistCare – Caring Dads Program	North	17 weeks face-to-face Behaviour Change Program. Must have regular contact (supervised or unsupervised) with a child aged 0-16yrs. Men convicted of child sexual abuse are ineligible. Eligibility through an assessment interview.	caringdadstas@baptcare.org.au	Varies

		Self or professional referral.		
Men's Referral Service	Statewide	Self-referral. 24/7 counselling and referral.	1300 766 491 www.mrs.org.au	None
Defendant Health Liaison Service	Statewide	Direct access. Linked to FV orders/charges.	North: 6777 1204 South: 6166 0486 www.safeathome.tas.gov.au/services/offender-services	None
MENS Program – Relationships Australia	Statewide	Self-referral only. Behaviour change program.	1300 364 277 www.tas.relationships.org.au/get-support/services/men-engaging-in-new-strategies-program-mens/	None
Family Violence Offender Intervention Program (FVOIP)	Statewide	Court mandated. High-risk perpetrators.	www.justice.tas.gov.au/communitycorrections/programs/fvoip	Varies
EQUIPS Domestic and Family Violence Program	Statewide	Community Corrections. Medium to high-risk perpetrators.	www.justice.tas.gov.au/communitycorrections/programs/equips-programs	Varies
Electronic Monitoring Program	Statewide	Justice referral pathways. Victim-survivor monitoring support.	www.safeathome.tas.gov.au	Varies

Other Support Services

Service / Program	Region	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Lucy's Project	Statewide	Online/email. Animal abuse and FV resources.	www.lucysproject.com	None
RSPCA Safe Beds Program	Statewide	Website application. Pet fostering support.	rspca@rspcatas.org.au www.rspcatas.org.au/rspca-petbarn-foundation-safe-beds-program	Varies
Carers Tasmania	Statewide	Phone/email. Carer support.	6144 3700	None

			www.carerstas.org.au	
Victim-Survivor Advisory Council	Statewide	Government advisory structure. Lived experience advisory body.	vsac@dpac.tas.gov.au	N/A

RECOVERY AND HEALING

Statewide Recovery and Healing Services

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
MENS Program	Behaviour change program for men using violence. 20–24-week program. Self-referral only.	1300 364 277 www.tas.relationships.org.au/get-support/services/men-engaging-in-new-strategies-program-mens/	None
Family Violence Offender Intervention Program	Court-mandated perpetrator intervention. High-risk offenders. Court referral.	www.justice.tas.gov.au/communitycorrections/programs/fvoip	Varies
Victim-Survivor Advisory Council	Lived experience advisory body. Survivor-centred reform. Government appointment.	vsac@dpac.tas.gov.au	N/A
EQUIPS Domestic and Family Violence Program	Behaviour change support. Medium-risk perpetrator intervention. Community Corrections.	www.justice.tas.gov.au/communitycorrections/programs/equips-programs	Varies
Eligible Persons Register	Victim notification of offender status. Justice system support. Secure, automated database. Application process – online form.	www.justice.tas.gov.au/victims/services/eligible-persons-register	Varies
Relationships Australia Tasmania	Children's Family Violence Counselling (ACORN), Family Advocacy Support Service (FASS) /Supporting Children After Separation (SCAS). Multiple family support pathways.	1300 364 277 www.tas.relationships.org.au	Varies

	FASS – for families affected by DFV during Family Court proceedings. SCAS – 5-17yrs. Referral and intake process. SCAS – no referral needed.		
Phoenix Centre	Trauma-informed counselling for CALD communities. Healing and wellbeing focus. Referral pathways.	6234 9138 www.mrctas.org.au/phoenix-centre	Varies
Tasmanian Refugee Legal Service	Migration and legal support. Temporary visa support. Referral pathways.	6169 9473 www.trls.org.au	Varies
Tasmanian Aboriginal Legal Service (SIS)	Holistic legal and support services. 1 x worker in each region. Court Support / Shark Cage Program. Cultural healing and support, referral pathways. Direct access.	1800 747 827 www.sistas.org.au	Varies
Family Support Program – Tasmanian Aboriginal Centre	Family and cultural support. Includes child safety and wellbeing support. Direct accesss.	1800 132 260 www.tacinc.com.au/services/family-support	Varies

Regional Recovery and Healing Services

West and North West

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Defendant Health Liaison Service	Support for defendants with FV orders or charges. Direct contact.	North: 6777 1204 www.safeathome.tas.gov.au/services/offender-services	Varies
Laurel House	Long term counselling services. Direct contact.	www.laurelhouse.org.au	Varies

Launceston and North East

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
East Coast Counselling	Free counselling support. Direct contact.	1800 243 232 www.anglicare-tas.org.au/east-coast-counselling-service	Varies
Family Advocacy and Support Service (FASS)	Integrated Family Court support (1 worker). Court pathways or via Relationships Aus.	1300 366 611 www.legalaid.tas.gov.au/fass	Varies
Laurel House	Long term counselling services. Direct contact.	www.laurelhouse.org.au	Varies

Hobart (Greater Hobart)

Service / Program	Overview (duration/opening hours/referral/eligibility/exclusion)	Contact	Wait Times
Family Advocacy and Support Service (FASS)	Integrated Family Court support (1 worker). Court pathways or via Relationships Aus.	1300 366 611 www.legalaid.tas.gov.au/fass	Varies
Defendant Health Liaison Service	Defendant support linked to FV matters. Direct contact.	South: 6166 0486 www.safeathome.tas.gov.au/services/offender-services	Varies

SASS – Sexual Assault Support Service Children and families Adults	Information, advice, referral. Crisis support. Brief interventions and groups. Counselling. National Redress Support Service – support for victim survivors of institutional child sexual abuse. Forensic therapeutic service - Risdon Prison; Mary Hutchinson Women's Prison; outreach Hobart. Adult victim survivors serving custodial sentences or community-based orders.	Self-referral: 1800 697 877 Parent, carer or family member: 1800 697 877 Org/ agency referral: referral via www.sass.org.au Arch: walk-in model	Varies