

Which 1800RESPECT service channel is best for me?

1800RESPECT is the national service that provides counselling, information and support to people affected by domestic, family and sexual violence.

1800RESPECT can be contacted by:

 **Call**
1800 737 732

 **Text**
0458 737 732

 **Online chat**
1800RESPECT.org.au





 **Video call**
1800RESPECT.org.au

Available 24 hours a day, 7 days a week.





When making a decision about which service channel to use:

- **Consider if someone may be monitoring your phone, device or computer:** Each channel has things you can do to help you feel safer if you're being monitored or tracked. Some channels may be safer for you to use than others. For more information, visit our [Technology and safety](#) webpage.
- **Think about your specific needs:** Some ways of communicating might be better if you don't speak English or have trouble seeing or hearing. For more information, visit our [Accessibility](#) webpage.
- **Think about your comfort:** Some people like the discreet nature of texting while others prefer speaking directly on the phone. Do you prefer writing things down or talking them out?
- **Consider the unique nature of your situation:** If you want to be more in-depth about your situation, talking on the phone or video call may be better. For requesting information or helpful resources, chatting online or texting could be more suitable.

When considering which channel to use, you can also think about the communication channels and technology that best suit you

| | What device can I use? | What else does the device need? |
|--|----------------------------|---|
|  Call: 1800 737 732 | Mobile or landline | Mobile network or landline connection |
|  Text: 0458 737 732 | Mobile | Mobile network |
|  Online chat: 1800RESPECT.org.au | Computer, mobile or tablet | Internet connection |
|  Video call: 1800RESPECT.org.au | Computer, mobile or tablet | Internet connection, camera, microphone, speakers, compatible operating system (see Video Calling 1800RESPECT: An information and safety guide for more). |

Below are some things to think about for the different ways you can contact 1800RESPECT

| |  Call: 1800 737 732 |  Text: 0458 737 732 |  Online chat: 1800RESPECT.org.au |  Video call: 1800RESPECT.org.au |
|---|--|--|---|--|
| BENEFITS | <ul style="list-style-type: none"> You can express and hear different feelings, attitudes and details | <ul style="list-style-type: none"> Can be more discreet than our other channels Good for people who prefer to share their thoughts and feelings over text | <ul style="list-style-type: none"> Can be more discreet than our other channels Good for people who prefer to share their thoughts and feelings in writing You can choose to use a computer or mobile device | <ul style="list-style-type: none"> Allows a virtual face-to-face connection, which may make the conversation more comfortable for some people Suited for virtual safety planning as the counsellor is able to see your environment |
| SAFETY CONSIDERATIONS | <ul style="list-style-type: none"> Most network providers remove the 1800RESPECT phone number from your phone bill, but it is always best to check with your provider directly to be sure Be aware of your surroundings in case someone can overhear your conversation | <ul style="list-style-type: none"> Most network providers remove the 1800RESPECT phone number from your phone bill, but it is always best to check with your provider directly to be sure Be aware that 1800RESPECT cannot delete your conversation history from your mobile device for you. You will need to know how to use your device securely if you are worried about someone seeing your conversation history For more safety considerations, read: Texting 1800RESPECT: An information and safety guide | <ul style="list-style-type: none"> Be aware that 1800RESPECT automatically deletes the conversation history as soon as you close the browser, increasing your safety To further ensure your safety, you may wish to delete your browser history after your interaction (your history will show you visited the 1800RESPECT website) | <ul style="list-style-type: none"> Be aware of your surroundings in case someone can overhear your conversation To increase your safety when using the channel, you may wish to delete the verification text and web browser history if you are worried about someone seeing that you contacted 1800RESPECT For more safety considerations, read Video Calling 1800RESPECT: An information and safety guide |
| ACCESSIBILITY – SUITABLE FOR PEOPLE WHO | <ul style="list-style-type: none"> Are blind or have low vision Don't speak English as their preferred language and find it easier to speak through an interpreter Use the National Relay Service | <ul style="list-style-type: none"> Are d/Deaf or find it hard to hear or speak over the phone Prefer to use text-to-speech or text-to-text translation on their device | <ul style="list-style-type: none"> Are d/Deaf or find it hard to hear or speak over the phone Prefer to use text-to-speech or text-to-text translation on their device | <ul style="list-style-type: none"> Are blind or have low vision Don't speak English as their preferred language and find it easier to speak through an interpreter |

It is important to choose the channel that helps you feel comfortable and supported. Our experienced counsellors are here to support you.

- Try:** Explore different channels and see which feels most comfortable for you.
- Understand how to stay safe online:** Visit our [Technology and safety page](#).
- Ask us:** If you are unsure, contact 1800RESPECT and ask for help.



If you or someone you know has experienced domestic, family or sexual violence, contact 1800RESPECT.

24/7 support

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 **Online Chat: 1800RESPECT.org.au**

 **Video Call: 1800RESPECT.org.au**