



Defence Youth Safety Framework

State/Territory Incident Management Contact Information

Police

Call the Police immediately on 000 if you believe a child is in immediate danger or in a life-threatening situation.

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| <p>ACT Police Non-urgent police assistance 131444 www.afp.gov.au</p> | <p>NT Police Non-urgent police assistance 131444 www.pfes.nt.gov.au</p> | <p>NSW Police Non-urgent police assistance 131444 www.police.nsw.gov.au</p> | <p>Queensland Police Non-urgent police assistance 131444 www.police.qld.gov.au</p> |
| <p>South Australian Police Non-urgent police assistance 131444 www.police.sa.gov.au</p> | <p>Victorian Police Victorian Police 03 9247 6666 www.police.vic.gov.au/</p> | <p>Tasmania Police Non-urgent police assistance 131444 www.police.tas.gov.au</p> | <p>WA Police Non-urgent police assistance 131444 www.police.wa.gov.au</p> |

Child and youth protection and child/youth welfare agencies

These agencies receive, assess and investigate reports of possible child abuse. There are a number of professions who are mandated to report suspicions of child abuse, such as teachers, doctors and nurses.

However, anyone who has reasonable grounds for suspecting that a child or young person is being neglected or abused should report it.

| JURISDICTION | CONTACT |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Australian Capital Territory | Child and Youth Protection Services www.communityservices.act.gov.au/ocyfs/reportingchild-abuse-and-neglect 1300 556 729 |
| Northern Territory | Department of Children and Families www.nt.gov.au/law/crime/report-child-abuse 1800 700 250 |
| New South Wales | Department of Community Services www.community.nsw.gov.au/preventing-child-abuseand-neglect 132 111 |
| Queensland | Department of Communities, Child Safety and Disability Services www.communities.qld.gov.au/childsafety/protectingchildren 1800 811 810 or 07 3235 9999 |
| South Australia | Department for Education and Child Development www.families.sa.gov.au/child-safe-environments 131 478 |





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|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tasmania | Department of Health and Human Services www.dhhs.tas.gov.au/children/child_protection_services 1300 737 639 |
| Victoria | Department of Human Services www.dhs.vic.gov.au 13 12 78 |
| Western Australia | Department for Child Protection and Family Support www.dcp.wa.gov.au 08 9222 2555 or 1800 622 258 |

State and Territory Children’s Commissioners and Children’s Guardians

A children’s commissioner works to improve and ensure better services for all children. A children’s guardian works solely to help improve the services for children in the care of a department. Not all states and territories have a commissioner and a guardian. In most states and territories, the commissioner also acts as the guardian. Queensland and NSW have separate commissioners and guardians. South Australia has a children’s guardian and no children’s commissioner.

These agencies promote and protect the rights, interests and wellbeing of children and young people, especially vulnerable children. Some are responsible for conducting Working with Children Checks on people employed in positions where they have direct contact with children.

| JURISDICTION | CONTACT |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| National | The National Children’s Commissioner - Australian Human Rights Commission www.humanrights.gov.au/our-work/childrens-rights Office of the Children’s e-Safety Commissioner www.esafety.gov.au |
| Australian Capital Territory | ACT Human Rights Commission - ACT Children & Young People Commissioner www.hrc.act.gov.au/childrenyoungpeople/ |
| Northern Territory | The Children’s Commissioner www.childrenscommissioner.nt.gov.au |
| New South Wales | Office of the Children’s Guardian www.kidsguardian.nsw.gov.au Advocate for Children and Young People www.acyp.nsw.gov.au |
| Queensland | Queensland Family & Child Commission www.qfcc.qld.gov.au The Office of the Public Guardian www.publicguardian.qld.gov.au |
| South Australia | Guardian for Children and Young People www.gcyp.sa.gov.au The Council for the Care of Children www.childrensa.sa.gov.au |
| Tasmania | Commissioner for Children and Young People www.childcomm.tas.gov.au |
| Victoria | The Commission for Children & Young People www.ccyp.vic.gov.au |
| Western Australia | The Commissioner for Children and Young People www.ccyp.wa.gov.au |





Equal opportunity and anti-discrimination agencies

Responsible for administering human rights/anti-discrimination/equal opportunity laws in their respective jurisdiction. As part of their functions they also:

- provide information, resources and advice to individuals and organisations
- attempt to resolve complaints of unlawful harassment, discrimination or victimisation
- deliver education and training programs to prevent discrimination and harassment

| JURISDICTION | CONTACT |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| National | Australian Human Rights Commission www.humanrights.gov.au |
| Australian Capital Territory | ACT Human Rights Commission www.hrc.act.gov.au |
| Northern Territory | Northern Territory Anti-Discrimination Commission www.adc.nt.gov.au |
| New South Wales | Anti-Discrimination Board of NSW www.justice.nsw.gov.au |
| Queensland | Anti-Discrimination Commission Queensland www.adcq.qld.gov.au |
| South Australia | Anti-Discrimination Commission Queensland Equal Opportunity Commission SA www.eoc.sa.gov.au |
| Tasmania | Equal Opportunity Commission Tasmania www.equalopportunity.tas.gov.au/home |
| Victoria | Victorian Equal Opportunity & Human Rights Commission www.humanrightscommission.vic.gov.au |
| Western Australia | Equal Opportunity Commission WA www.eoc.wa.gov.au |





Dispute resolution services

The following organisations provide practical strategies, mediation services and education programs to help individuals and groups resolve a wide range of issues without having to resort to legal action.

| JURISDICTION | CONTACT |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| National | Resolution Institute www.resolution.institute |
| Australian Capital Territory | Conflict Resolution Service www.crs.org.au |
| Northern Territory | Northern Territory NT Government www.nt.gov.au/law/processes/resolving-disputeswithout-going-to-court |
| New South Wales | Community Justice Centres www.cjc.justice.nsw.gov.au |
| Queensland | Dispute Resolution Services www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/disputeresolution-centres/ |
| South Australia | Mediation Australia http://www.mediationaustralia.net.au/ |
| Tasmania | Resolve Dispute Management www.resolvedispute.com.au Positive Solutions www.positivesolutions.com.au |
| Victoria | Dispute Settlement Centre of Victoria www.disputes.vic.gov.au |
| Western Australia | Citizens Advice Bureau www.cabwa.com.au |





Legal services and support

Government-funded services that provide free legal advice and representation.

| JURISDICTION | CONTACT |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Australian Capital Territory | Legal Aid ACT www.legalaidact.org.au Youth Law Centre ACT www.youthlawact.org.au/ |
| Northern Territory | NT Legal Aid Commission www.ntlac.nt.gov.au |
| New South Wales | Legal Aid NSW www.legalaid.nsw.gov.au |
| Queensland | Legal Aid Queensland www.legalaid.qld.gov.au/ Youth Advocacy Centre www.yac.net.au/ |
| South Australia | Legal Services Commission of SA www.lsc.sa.gov.au |
| Tasmania | Legal Aid Commission of Tasmania www.legalaid.tas.gov.au |
| Victoria | Victoria Legal Aid www.legalaid.vic.gov.au Youth Central www.youthcentral.vic.gov.au/ |
| Western Australia | Legal Aid Western Australia www.legalaid.wa.gov.au/ Youth Legal Service youthlegalserviceinc.com.au |





Counselling support services

| ORGANISATION | SERVICES | CONTACT |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| SeMPRO | Victim-focused care to Defence personnel who have been affected by an incident of sexual misconduct. SeMPRO will operate in a trauma-informed manner to deliver best-practice support to those affected by sexual misconduct, as well as those who are supporting them. | www.defence.gov.au/sempro/ 1800 SeMPRO (1800 736 776) |
| Kids Helpline | Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 and parents/carers. | www.kidshelpline.com.au 1800 55 1800 |
| Lifeline | Confidential 24-hour crisis support service for people to access support or talk through issues they are facing. | www.lifeline.org.au 13 11 14 |
| Childwise | The Child Wise National Child Abuse Prevention Helpline is a toll free number that provides Australians with access to expert advice from trained counsellors and an opportunity to speak up about child abuse. | www.childwise.org.au 1800 991099 |
| Beyondblue | The beyondblue info line provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services. | www.beyondblue.org.au 1300 22 4636 |
| Relationships Australia | Support groups and counselling on relationships, and for abusive and abused partners. | www.relationships.org.au 1300 364 277 |
| Bravehearts | The Bravehearts national information and support line for anyone wanting information or support regarding child sexual assault, including but not limited to parents, carers, adult survivors and professionals such as teachers, guidance officers, doctors and psychologists. | www.bravehearts.org.au 1800 272 831 |
| Blueknot | For adults who have experienced childhood trauma. | www.blueknot.org.au 1300 657 380 |
| Mensline | A professional telephone and online support and information service for Australian men. | www.mensline.org.au 1300 78 99 78 |

