

CHAPTER 3

YOUTH PROTECTION COMPLAINT AND EVENT/INCIDENT MANAGEMENT

INTRODUCTION

3.3.1 Defence is committed to providing a youth safe environment and actively encourages youth who engage with Defence to report both Defence and community/family/domestic related events/incidents, including youth protection complaints.

3.3.2 All personnel have a legal and moral obligation to protect youth and report youth protection events/incidents, including complaints, to their commander or manager. Youth protection events/incidents are a specific category of unacceptable behaviour and are managed within the Youth Protection Safety Domain.

3.3.3 Commanders, managers and supervisors have a legal and moral obligation to ensure compliance with legislative reporting requirements and effectively manage youth protection events/incidents, including complaints.

POLICY INTENT

3.3.4 The intent of this policy is to ensure that youth protection events/incidents, including complaints are reported, effectively managed and analysed in accordance with legislative requirements. This policy provides direction for the reporting of youth protection events/incidents which necessitates the use of extant WHS and incident reporting and management policies and processes to deliver the required Youth Protection outcome.

3.3.5 Commanders, managers and supervisors are also responsible for ensuring mandatory, external to Defence reporting requirements for Youth Protection incidents are met. This may include reporting directly to state or territory police and child protection or other government authorities. Information on external reporting is provided in Guide 3 to this policy.

3.3.6 Defence youth protection event/incident management policy is consistent with the following [National Principles for Child Safe Organisations](#):

- a. Principle 3: *Families and communities are informed and involved in promoting child safety and wellbeing*
 - (1) Key Action Area 3.1: *Families participate in decisions affecting their child*
- b. Principle 4: *Equity is upheld and diverse needs respected in policy and practice*
 - (1) Key Action Area 4.2: *Children and young people have access to information, support and complaints processes in ways that are*

culturally safe, accessible and easy to understand

- c. Principle 6: *Processes to respond to complaints and concerns are child focussed*
- (1) *Key Action Area 6.1: The organisation has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report*
 - (2) *Key Action Area 6.2: Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe*
 - (3) *Key Action Area 6.3: Complaints are taken seriously, and responded to promptly and thoroughly*
 - (4) *Key Action Area 6.4: The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement*
 - (5) *Key Action Area 6.5: Reporting, privacy and employment law obligations are met.*

3.3.7 Other Defence publications which may be relevant to this policy include, but are not limited to:

- a. [Complaints and Alternate Resolution Manual \(CARM\)](#)
- b. [Incident Reporting and Management Manual \(IRMMAN\)](#)
- c. [Military Personnel Manual \(MILPERSMAN\) Part 3 Chapter 7 Member Support Coordination](#)
- d. [Defence Safety Manual \(SAFETYMAN\)](#)

DEFINITIONS

3.3.8 **Defence Environment.** Includes any Defence workplace, premise or facility, or any other location/environment where Defence arranges, undertakes or supervises an activity.

3.3.9 **Youth Protection Event/Incident.** A youth protection event/incident is any event/incident of unacceptable behaviour/misconduct which adversely affected or had the potential to adversely affect the health, protection or wellbeing of a youth(s). These behaviours are defined in annex C to Section 2, Chapter 2.

3.3.10 Youth Protection Complaint/Allegation. Any person may submit a youth protection complaint or allegation if they form a reasonable belief that a youth protection event/incident has occurred. A youth protection complaint or allegation can be made in writing or verbally. Mechanisms through which Defence becomes aware of a youth protection complaint or allegation include, but are not limited to:

- a. Commanders, Managers, Supervisors and/or Adult Volunteers
- b. the Joint Military Police Unit
- c. Sexual Misconduct Prevention & Response Office
- d. Other support service hotlines/reporting mechanisms (refer to Guide 3)
- e. Chaplains and training staff
- f. ConCERN process (refer to 3.3.12).

3.3.11 Upon receipt, all youth protection complaints or allegations must be managed as a youth protection event/incident.

3.3.12 Dedicated Youth Confidential Complaint Process. Head Joint Support Services Division (HJSSD) manages an independent Defence Youth Protection Confidential Complaint and Event Report/Notification (Youth Protection ConCERN) process that is:

- a. youth-focussed
- b. understood and available to all youth, the community, Defence youth program volunteers and participants, and Defence personnel.

3.3.13 The ConCERN is not an avenue of redress for resolved complaints.

POLICY

YOUTH PROTECTION EVENT/INCIDENT MANAGEMENT

3.3.14 Purpose. Youth protection event/incident management is critical to maintaining a strong youth protection culture. Accordingly, youth protection event/incident management policy specifies two distinct but parallel reporting and investigation chains that utilise extant Defence incident management and WHS Management System (WHSMS) processes to support all parties and achieve a Youth Protection outcome:

- a. **WHS event investigation and reporting.** The purpose of this process is to identify contributing factors which led to the event/incident; improve risk controls to prevent recurrence; and ensure consistency in data reporting

- b. **Incident management.** The purpose of this process is to ensure relevant parties are informed and address identified behavioural issues. Incident management should occur in accordance with the relevant Defence and/or Group/Service policies and procedures.

3.3.15 A flowchart for managing a youth protection event/incident is at [annex A](#).

3.3.16 Initial response and actions.

- a. **Assess and respond.** Commanders, managers and supervisors must take appropriate immediate action to ensure the health, protection and wellbeing of personnel, in particular youth.
- b. **Confirm circumstances.** Solicit what happened from those involved and/or witnesses as appropriate, but don't conduct interviews.
- c. **Safeguard and record evidence.** Safeguard physical evidence and keep a record of discussions and actions.
- d. **Categorise incident.** All events/incidents require classification and contextualisation in accordance with Guide 2 as well as codification in Sentinel.

3.3.17 **Initial reporting.** Commanders, managers and supervisors must ensure initial reporting requirements are met. This includes reporting through the Youth Protection Management System in accordance with Guide 4, as well as relevant Defence and Service/Group reporting. Acknowledgement of the receipt of a youth protection complaint should be provided to the complainant(s) as soon as practicable. Youth protection events/incidents may also require external to Defence reporting, as detailed in Guide 3.

3.3.18 HJSSD must be immediately notified¹ of a youth protection event/incident if the event/incident is:

- a. immediately notifiable to a Service Chief or Group Head in accordance with Defence or Group/Service policy, and/or to Comcare
- b. a Class A or B event/incident
- c. likely to attract adverse publicity.

3.3.19 **Youth Protection event/incident management.** The key components of the youth protection event/incident management process include:

- a. **Inform and Support.** Keep all involved or affected by the event informed until event closure and provide ongoing support as appropriate.

¹ Via the Aide de-Camp to HJSSD on +61 447 208 593 during business hours or after hours, or the DYP Contact Officer on +61 408 157 133 during business hours

- b. **Report.** Commanders, managers and supervisors must ensure that youth protection events/incidents are reported and managed on Sentinel in accordance with Guide 4. The completion of the Sentinel report does not limit or replace the need for incident reporting and management in accordance with other Defence Group/Service policies or requirements. A summary of reporting timeframes is at Table 1.

YPE Classification	Immediate Mandatory Reporting	DIR or AIMS Report	WHS Event Report ²
Class A	As Soon as Practicable	Within 24 Hours	Within 24 Hours
Class B	As Soon as Practicable	Within 24 Hours	Within 24 Hours
Class C	As per Service/Group requirements	As per Service/Group requirements	Within 3 Days
Class D	As per Service/Group requirements	As per Service/Group requirements	Within 3 Days

Table 1 – Event/Incident Reporting Requirements

- c. **Investigate.** A WHS investigation must be conducted for youth protection events/incidents occurring within the Defence environment.³ A WHS investigation **is not required** for community/family/domestic context youth protection events/incidents. For detailed guidance on the conduct of youth protection WHS investigations, refer to Section 3 Chapter 4. Where appropriate, other administrative inquiries may be conducted in accordance with Defence Group/Service policies or requirements.
- d. **Track actions and close event.** The implementation of investigation(s) actions and recommendations must be tracked to completion prior to closure of the event/incident. A youth protection event/incident is not considered fully closed until all actions arising from the youth protection safety investigation and administrative inquiries are completed.

² Reporting timeframes align with Defence WHSMS reporting requirements.

³ Pending Sentinel access for the Cadet Organisations, this requirement is only mandatory for cadet related Class A and Class B youth protection events/incidents.

PERSONNEL PROTECTION AND SUPPORT

3.3.20 Protection and wellbeing of youth. The health, protection and wellbeing of youth involved in or affected by a youth protection event/incident must be given primary consideration. Involved or affected youth, as well as their parents/guardians if appropriate (refer paragraph 3.3.21), must be consulted, supported and kept informed throughout the event/incident management process.

3.3.21 It may not be appropriate to contact parents/guardians if a parent, guardian or family member is the respondent to the event/incident. Commanders, managers and supervisors must follow the advice of the civil police, relevant state/territory child protection or other government authorities, and/or the Joint Military Police Unit.

3.3.22 Personnel support. Appropriate support and information, subject to privacy requirements (refer Section 1 Chapter 2), must be provided to all involved or affected parties, including the complainant(s)/victim(s), alleged respondent(s), family(s), witnesses and/or other affected parties⁴ as appropriate. Appropriate support may include but not be limited to:

- a. professional support from health practitioners, the [Sexual Misconduct Prevention and Response Office \(SeMPRO\)](#), and the [Employee Assistance Program \(EAP\)](#)
- b. local support from commanders, managers and supervisors, Chaplains, [Workplace Behaviour Advisers](#), [Member Support Coordinators](#)⁵ and other local support officers.

3.3.23 Commanders, managers and supervisors must ensure that all youth protection complaints are taken seriously⁶ and effectively managed in accordance with the *Complaint Handling Principles*, as defined in the [CARM](#).

3.3.24 All support arrangements should be documented in accordance with Defence and relevant Group/Service requirements.

3.3.25 Support or advice for commanders, managers and supervisors. For information on the range of support and advice services relating to youth protection event/incident management refer to Guide 3.

PRIVACY

3.3.26 All information collected in relation to youth protection events/incidents must be managed in accordance with the privacy requirements defined in Section 1 Chapter 2.

⁴ Other affected parties may include members of the community and staff who received a disclosure or provide counselling/support to the victim(s).

⁵ Workplace Behaviour Advisers and Member Support Coordinator services are not available to ADF Cadet organisations.

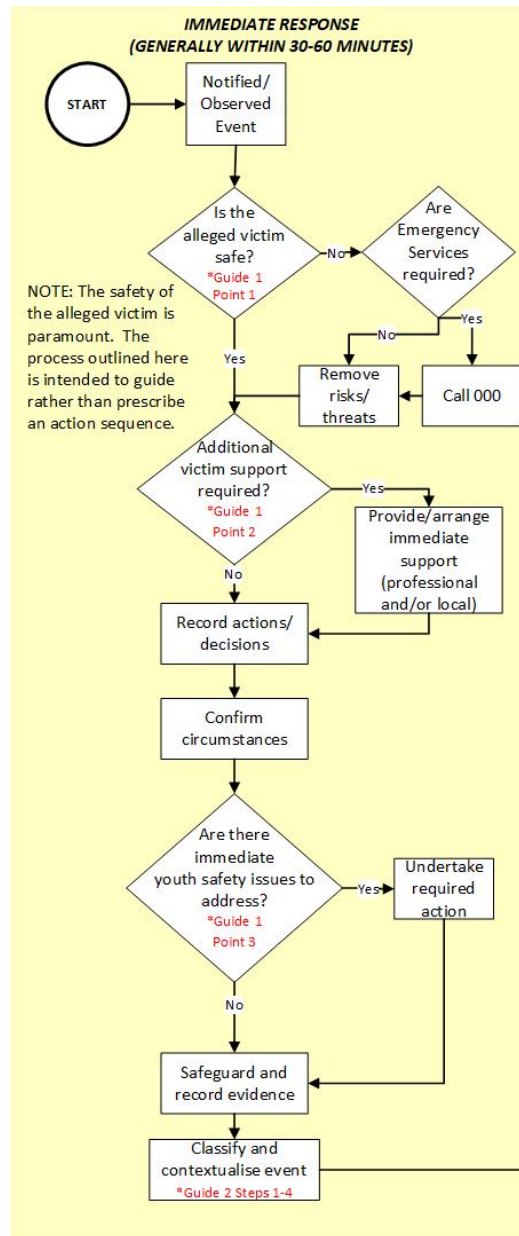
⁶ This includes listening to the youth who makes a complaint or discloses abuse/unacceptable behaviour in any context, responding appropriately/sensitively to the needs of the youth, and acting on the information.

Annexes

- A. Flowchart for managing a Youth Protection Event/Incident
- B. Guide 1 - Initial Responses for Managing a Youth Protection Event/Incident
- C. Guide 2 - Classifying and Codifying a Youth Protection Event/Incident
- D. Guide 3 - External-to-Defence Reporting Contact Information
- E. Guide 4 - Guide to Reporting Youth Protection Events/Incidents in Sentinel

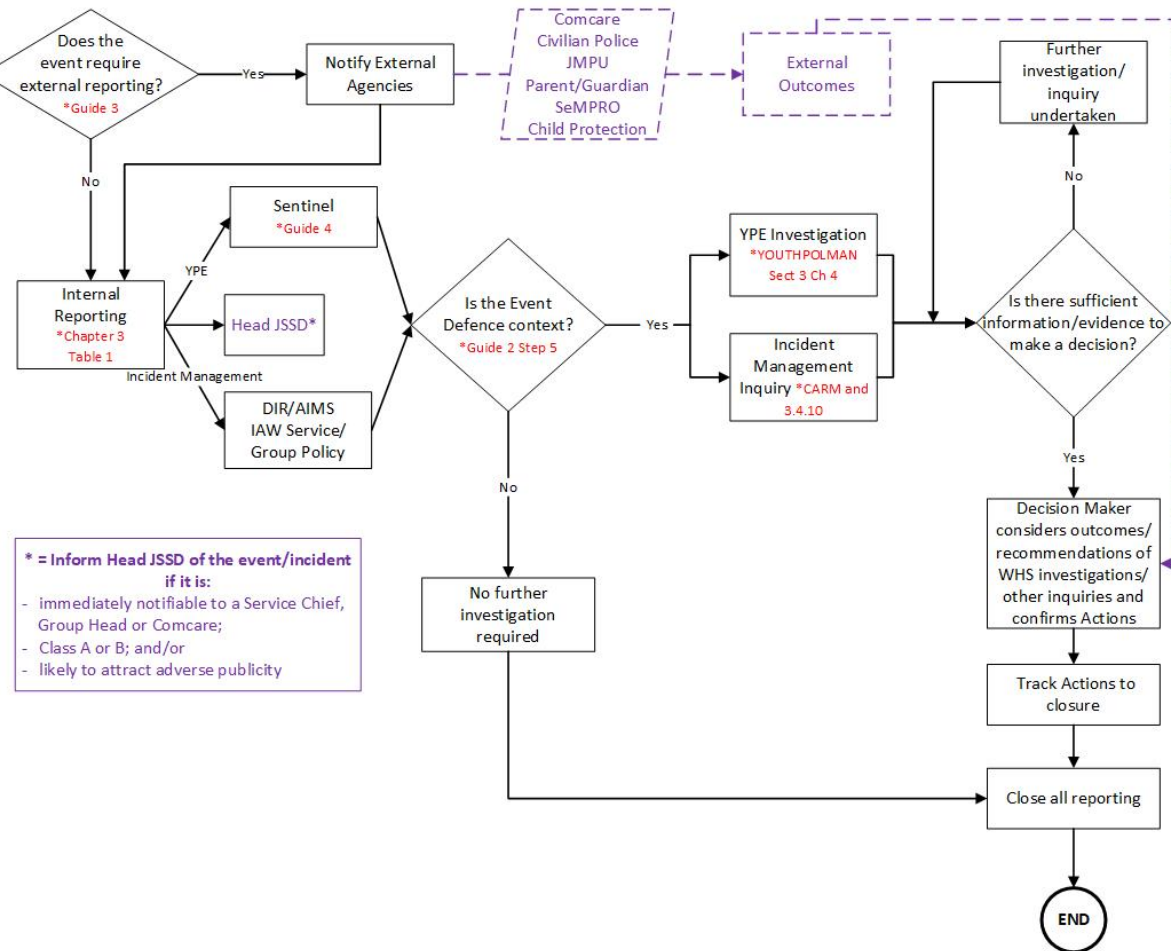
Accountable Officer: Chief of Joint Capabilities (CJC)

Policy Owner: Head Joint Support Services Division (HJSSD)



Youth Protection Event/Incident Management Flowchart

This flowchart is intended to be used when managing a youth protection event/incident.
A youth protection event/incident is defined as any event/incident of unacceptable behaviour/misconduct which adversely affected or had the potential to adversely affect the health, protection or wellbeing of a youth (refer 3.3.9).



GUIDE 1: INITIAL RESPONSES FOR MANAGING A YOUTH PROTECTION EVENT/INCIDENT

Objective	Actions	Examples
1. Make alleged victim safe	<p>Ensure the alleged victim is safe from further danger</p> <p>Remove immediate risks/threats</p> <p>In the event of an emergency, notify emergency services (000)</p>	<p>Separate alleged victim from alleged perpetrator</p> <p>Administer first aid as required</p> <p>As appropriate, notify service police, civilian police and/or ambulance</p>
2. Provide additional support to the victim as required	<p>Arrange additional professional and/or local support</p> <p>Notify Next of Kin as appropriate</p>	<p>Chaplaincy</p> <p>Psychological support</p> <p>Workplace behaviour advisor</p> <p>Other emotional support (family/friends)</p>
3. Ensure wider youth safety of program/activity	<p>Preserve wellbeing of other youth</p> <p>Secure and safeguard the environment</p>	<p>Review youth privacy and security arrangements</p> <p>Provide pastoral support/care as required</p> <p>Suspend or alter activity conduct</p>
	<p>Consider the removal of alleged perpetrator from the activity/program</p> <p>Consider suspension or alteration of youth activity</p>	<p>Review supervisory arrangements</p> <p>Remove supervisory/escort staff from role</p> <p>Suspension/removal of adult volunteers/supervisors from youth program/s</p>

GUIDE 2: CLASSIFYING AND CONTEXTUALISING A YOUTH PROTECTION EVENT/INCIDENT

The classification and contextualisation of a Youth Protection Event/Incident is a five-step process in which the impact on youth, perceived intent, nature and context of the event/incident are considered.

Note: The event/incident Class selected in step 4 may be changed at any time, for example, if facts obtained during any investigation changes the assessments made during steps 1 to 3.

STEP 1 - IMPACT ON YOUTH

Using the descriptors below, identify the highest impact on involved youth as a direct result of a youth protection event/incident.

Min Class	Impact on Youth
A	Severe Impact on Youth Child Abuse (including the sub categories mentioned in step 3) and/or other very serious misconduct that results in a fatality, serious injury or severe stress/trauma requiring hospital admission and/or ongoing medical/psychological or other professional support.
B	Major Impact on Youth Persistent sexual harassment and/or sex/gender discrimination or other serious misconduct that results in serious injury or major stress/trauma requiring medical/psychological attention and/or professional support
C	Minor Impact on Youth Isolated sexual harassment or other misconduct that results in minor injury or stress/trauma requiring first aid/youth mental health first aid and/or local support
D	Negligible Impact on Youth Inappropriate sexual remark or other misconduct that does not result in injury but causes negligible stress/trauma

STEP 2 - PERCEIVED INTENT

Using the descriptors below, identify the perceived intent of youth protection event/incident directed towards involved youth.

Min Class	Perceived Intent
A	Severe Intent The intent was to seriously harm or exploit the youth for personal benefit
B	Major Intent The intent was to cause ongoing harm or stress to the youth
C	Minor Intent The intent was to cause isolated harm or stress to the youth
D	No Intent There was no intent to cause harm or stress to the youth

STEP 3 - NATURE OF YOUTH PROTECTION EVENTS/INCIDENTS

Using the descriptors below, identify the nature of the youth protection event/incident. Consider the relevant context, including whether:

- there was a real or perceived power imbalance
- where appropriate, the unacceptable behaviour/misconduct has been persistent or is isolated

Min Class	Nature of Youth Protection Events/Incidents	
	Sexual Misconduct	Other Misconduct
A	<ul style="list-style-type: none">Child Abuse# Includes:<ul style="list-style-type: none">Child Sexual AbuseSexual ExploitationGroomingUnacceptable Sexual RelationshipChild Exploitation Material	<ul style="list-style-type: none">Child Abuse# includes:<ul style="list-style-type: none">Physical AbuseEmotional/Psychological AbuseNeglect (Severe, Persistent and Isolated)Exposure to Family/Domestic ViolenceAbuse of Power and AuthorityProhibited Substance Offence or UseAlcohol OffenceClassify other misconduct based on Steps 1 & 2
B	<ul style="list-style-type: none">Sexual Harassment (Persistent)Sex/Gender Discrimination	<ul style="list-style-type: none">Physical Harassment (Persistent)Emotional Harassment (Persistent)Other Discrimination (Persistent)BullyingAlcohol IndiscretionYouth Protection Policy Breach (Significant)Classify other misconduct based on Steps 1 & 2
C	<ul style="list-style-type: none">Sexual Harassment (Isolated)	<ul style="list-style-type: none">Physical Harassment (Isolated)Emotional Harassment (Isolated)Other Discrimination (Isolated)Youth Protection Policy Breach (Major)Classify other misconduct based on Steps 1 & 2
D	<ul style="list-style-type: none">Inappropriate Sexual Remark	<ul style="list-style-type: none">Inappropriate Non-Sexual Physical ContactInappropriate Non-Sexual RemarkYouth Protection Policy Breach (Minor)Classify other misconduct based on Steps 1 & 2

STEP 4 – YOUTH PROTECTION EVENT/INCIDENT CLASS

Select the highest event classification determined in Steps 1 to 3; this is the overall event classification.

STEP 5 – YOUTH PROTECTION EVENT/INCIDENT CONTEXT

Select whether the youth protection event/incident occurred in a Defence or Family/Community context.

Defence Context If answer 'Yes' to ANY of the following	Community or Family/Domestic Context If answer 'Yes' to ALL of the following:
<ul style="list-style-type: none">Did the alleged youth protection event/incident occur within the defence environment?Is the alleged victim an ADF or Defence APS youth (excluding ADF Cadets)?Is the alleged respondent an ADF, Defence APS member or contractor/volunteer/visitor to Defence*?	<ul style="list-style-type: none">Did the alleged youth protection event/incident occur outside the Defence environment?Is the victim a civilian (non-ADF or APS member)?Is the alleged respondent a member of the community with no association with Defence?

*Includes a participant in a Defence Youth Program, including ADF Cadets and Defence Work Experience

- Child abuse includes a number of sub-categories in the sexual misconduct and other misconduct columns
Refer to Definitions of Unacceptable Behaviour in a Defence Youth Protection Context (Section 2, Chapter 2, annex C)

GUIDE 3: EXTERNAL-TO-DEFENCE REPORTING CONTACT INFORMATION

This guide should be read in conjunction with YOUTHPOLMAN Part 1 Section 1 Chapter 2: Youth Protection Documentation, Records and Privacy

Class A or B events/incidents will require external reporting. **Note** some Class C and D events/incidents will meet the reporting threshold for some states and territories.

If in doubt, report and follow the advice of the JMPU, civil police and/or Child Protection agency as appropriate.

Do not contact parents or guardians if a parent, guardian or other family member is the alleged perpetrator.

Police

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

If you believe an offence has been committed, notify the police on **131444**.

Jurisdiction	Police website
ACT	www.afp.gov.au
NSW	www.police.nsw.gov.au
Queensland	www.police.qld.gov.au
South Australia	www.police.sa.gov.au
Victoria	www.police.vic.gov.au
Tasmania	www.police.tas.gov.au
Western Australia	www.police.wa.gov.au
Northern Territory	www.pfes.nt.gov.au

Jurisdictions - Child and youth protection/welfare agencies

The agencies listed below 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	Agency	Contact details
Australian Capital Territory	Child and Youth Protection Services	https://www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services

		1300 556 729
New South Wales	Department of Community Services	https://www.facs.nsw.gov.au/families 132 111
Queensland	Department of Communities, Child Safety and Disability Services	www.communities.qld.gov.au/childsafety/protectingchildren 1800 811 810 +61 7 3235 9999
South Australia	Department for Education and Child Development	www.families.sa.gov.au/child-safe-environments 131 478
Victoria	Department of Health and Human Services	https://services.dhhs.vic.gov.au/young-people 13 12 78
Tasmania	Department of Communities Tasmania	https://www.communities.tas.gov.au 1300 737 639
Western Australia	Department of Communities Child Protection and Family Support	https://www.dcp.wa.gov.au/Pages/Home.aspx 1800 622 258 or +61 8 9222 2555
Northern Territory	Department of Children and Families	www.nt.gov.au/law/crime/report-child-abuse 1800 700 250

Jurisdictions - Mandatory reporting information

Jurisdiction	Legislation	
	Child Protection	Working With Children Checks
National - General Guidance	Australian Institute of Family Studies	https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect
Australian Capital Territory	Children and Young People Act 2008 (ACT)	Working with Vulnerable People (Background Checking) Act 2011

	http://www.legislation.act.gov.au/a/2008-19/current/pdf/2008-19.pdf	http://www.legislation.act.gov.au/a/2011-44/
New South Wales	Children and Young Persons (Care and Protection) Act 1998 http://www.austlii.edu.au/au/legis/nsw/consol_act/caypapa1998442/	Child Protection (Working with Children) Act 2012 http://www.austlii.edu.au/au/legis/nsw/consol_act/cpwca2012388/
Queensland	Child Protection Act 1999 (Qld) https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010	Working with Children (Risk Management and Screening) Act 2000 https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-2000-060
South Australia	Children and Young People (Safety) Act 2017 (SA) https://www.legislation.sa.gov.au/LZ/C/A/CHILDREN%20AND%20YOUNG%20PEOPLE%20(SAFETY)%20ACT%202017.aspx	
Victoria	The Children Youth and Families Act (2005) as amended 2007 https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005/119	The Working with Children Act 2005 as amended 2014 http://www.austlii.edu.au/au/legis/vic/consol_act/wwca2005232/
Tasmania	The Children Young Persons and their Families Act (1997) http://www.austlii.edu.au/au/legis/tas/consol_act/cypatfa1997399/	The Registration to Work with Vulnerable People Act 2013 (Tas) http://www.austlii.edu.au/au/legis/tas/num_act/rtwwvpa201365o2013527/
Western Australia	Children and Community Services Act 2004 (WA) http://www.austlii.edu.au/au/legis/wa/consol_act/cacsa2004318/	Working with Children (Criminal Record Checking) Act 2004 (WA) https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtile_1095_homepage.html
Northern Territory	Care and Protection of Children Act 2007 (NT) http://www.austlii.edu.au/au/legis/nt/num_act/capoca200737o2007315/	

Checklist of information to report

When making a report to civil police, JMPU or a Child Protection agency you should provide as much information as possible, but only if readily available and/or on file. The information listed below is suggested as a guide only.

Youth	<ul style="list-style-type: none"> • Name and age • Disabilities, mental or physical health issues • Current location and safety status • Any other significant/relevant factors
Alleged Abuse Unacceptable Behaviour	<ul style="list-style-type: none"> • Dates/times • Nature of abuse/unacceptable behaviour
Notifier	<ul style="list-style-type: none"> • Name, occupation • Location, contact details • Relationship to youth • Grounds for belief, present/prior concerns
Family	<ul style="list-style-type: none"> • Composition, parent/carer information • Family awareness of report

Support services

Organisation	Summary of Services	Contacts
Defence Youth Protection Contact Officer	Provides advice and guidance related to Youth Protection within Defence contexts.	+61 408 157 133¹
SeMPRO	Victim-focused care to Defence personnel, ADF Cadets and ADF Adult Volunteers 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 736 776

¹ During Defence business hours only

Joint Military Police Unit	The Joint Military Police Unit is the primary contact for all Defence policing matters, providing general duties policing and investigative capability to the ADF including youth protection matters.	131167²
Comcare	Comcare must be notified if a youth protection event/incident involves a fatality, serious injury or illness or dangerous incident.	1300 366 979
EAP	Provides Defence employees, ADF Cadets and ADF Adult Volunteers with confidential phone counselling & digital support 24/7 in Australia & overseas.	https://eapassist.com.au 1300 687 327
All-hours Support Line	The All-hours Support Line (ASL) is a confidential telephone service for ADF members and their families that is available 24 hours a day, seven days a week.	1800 628 036
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
1800RESPECT	The National Sexual Assault, Family & Domestic Violence Counselling Line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	www.1800respect.org.au 1800 737 732
Childwise	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	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	Provides information or support regarding child sexual assault.	www.bravehearts.org.au 1800 272 831
Blueknot	For adults who have experienced childhood trauma.	www.blueknot.org.au 1300 657 380

² JMPU 24/7 Hotline

Mensline	A professional telephone and online support and information service for Australian men.	www.mensline.org.au 1300 78 99 78
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