

Where can I get help?

Child safety and abuse



If you believe a child or youth is in immediate danger, call the police on 000 (triple zero).

Please note: contact details correct at the time of publication — September 2024.

24 HOUR EMERGENCY AND CRISIS SERVICES

Victoria Police	000 131 444 (non urgent crimes and events)	police.vic.gov.au/
Child Protection Emergency Department of Families, Fairness and Housing (DFFH) Reporting child abuse.	13 12 78	services.dffh.vic.gov.au/reporting-child-abuse
Doncaster Police Station Available 24 hours.	8841 3999	police.vic.gov.au
1800 Respect National sexual assault, domestic and family violence counselling service.	1800 737 732	1800respect.org.au
Kids Helpline Free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.	1800 551 800	kidshelpline.com.au
Lifeline 24 hour crisis support and suicide prevention services.	13 11 44	lifeline.org.au/



Interpreter service

9840 9355

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South Eastern CASA Support services for victims/survivors of sexual assault and family violence.	9928 8741 1800 806 292	secasa.org.au
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SUPPORT AND INFORMATION SERVICES

Child Protection – DFFH Eastern Division	1300 360 452	services.dffh.vic.gov.au/reporting-child-abuse
The Orange Door Additional support for the care of children/young people and family violence.	1800 319 353	orangedoor.vic.gov.au/
Eastern Centre Against Sexual Assault (ECASA) Provides a free counselling and support service to people who have experienced sexual assault either recently or in the past.	9870 7330	easternhealth.org.au/service/ecasa
Parentline A statewide telephone counselling and support service for all Victorian parents and carers of children from 0-18 years.	13 22 89 (cost of a local call) Open 8.00am to midnight, 7 days a week.	services.dffh.vic.gov.au/parentline
Manningham Youth Services – EACH Free mentoring, guidance, and advice for Manningham youth, school, and community programs.	1300 003 224	each.com.au/manninghamyouth