

Checklist and Useful Contacts

Leaving domestic violence

I have left a violent relationship. What are some practical things I need to organise?

- ❑ **Legal information and advice on your rights:** Some topics you may wish to discuss are AVOs, family law and divorce, child support, housing and victim's compensation.

Your local community legal centre - find details at www.clcnsw.org.au or (02) 9212 7333
Domestic Violence Legal Advice Line: 1800 810 784 (outside Sydney) or (02) 8745 6999
Women's Legal Contact Line: 1800 801 501 (outside Sydney) or (02) 8745 6988
Indigenous Women's Legal Contact Line: 1800 639 784 (outside Sydney) or (02) 8745 6977
Wirringa Baiya Aboriginal Women's Legal Centre: 1800 686 587
Legal Aid: Law Access 1300 888 529 or www.legalaid.nsw.gov.au
Womens Domestic Violence Court Advocacy Service: call LawAccess NSW on 1300 888 529

- ❑ **Housing:** To find alternative accommodation: call Department of Housing or in an emergency call the Domestic Violence Line to find a refuge. If you have moved out of a rental property, have your name removed from the lease. Call the Tenancy Advice Service in your area. If you own your home, get legal advice about your immediate rights and responsibilities.

Domestic Violence Line: 1800 656 463 (24 hours)
Homeless Persons Information Service: 1800 234 566 or (02) 9265 9087
Department of Housing: 1300 468 746 or after hours temporary accommodation 1800 152 152
Tenancy Advice Service: for details of your local service see www.tenants.org.au

- ❑ **Utilities:** If you have moved out of the house, remove your name from utility accounts such as water, gas and electricity. For more information, see the Debt factsheet in this toolkit.
- ❑ **Phone:** Update your details with your mobile phone company. If you want a different number, contact your phone carrier to change your phone number for free. Cancel any home phone in your name at your old house, including Internet and Pay TV accounts.
- ❑ **Bank and Credit Union:** Update your details and talk to your bank about opening your own account and closing joint accounts.
- ❑ **Mail:** Contact Australia Post to redirect your mail to your new address or, for increased privacy, get a Post Office Box. There may be costs involved.

Australia Post: 13 76 78 or www.auspost.com.au

- ❑ **Important documents:** If you no longer have the originals, you can get copies of most documents including birth certificates, marriage certificate, passports, bank books, AVOs, property (title) deeds, car registration, Medicare card. There may be costs involved for some of these documents. You also may be able to recover personal items from your old address with police assistance.

Births Deaths & Marriages: 1300 655 236 or www.bdm.nsw.gov.au

Australian Passports: 131 232 or www.passports.gov.au

Local Courts (for AVO and other local court orders): www.lawlink.nsw.gov.au

- ❑ **Centrelink:** Update your details, including contact details and change in family and employment situation and make sure you are getting payments you are eligible for. You may be eligible for a

Crisis Payment. You can also get a password put on your file to make your information more secure. For more information contact the Welfare Rights Centre.

Centrelink: 131794 or www.centrelink.gov.au

Welfare Rights Centre: 1800 226 028 (outside Sydney) or (02) 9211 5300 or www.welfarerights.org.au

- ❑ **Child Support:** You may want to apply for child support payments. If you feel it is unsafe for you to collect money from your ex, the Child Support Agency can arrange to collect the money. See the Property, Child Support and Maintenance Factsheet in this toolkit.

Child Support Agency: 13 12 72 or www.csa.gov.au

- ❑ **Children's school and/or preschool:** Update your contact details. Also let the school know if there are any safety issues for the children, and/or any restrictions in an AVO that they should know about (such as your ex not to contact the children).
- ❑ **Victims Services:** You can get information about counselling, victims compensation and registering with the Victims Register (to be told when someone gets out of jail) from a community legal centre or directly from Victims Services.

Victims Services, Victims Access Line: 1800 633 063 or (02) 8688 5511

- ❑ **Pets:** Temporary housing for pets of people who have escaped domestic violence is available through the RSPCA. You can also update your details through a microchip register if your pet is microchipped.

Safe beds for pets: www.rspcansw.org.au/programs/safe_beds_for_pets or (02) 9770 7555

Microchip register: www.petaddress.com.au

- ❑ **Update all your details:** There are many other services you may need to provide with your new contact details or discuss your options with. Some of these are:
 - Employer
 - Local doctor, health provider, counsellor, dentist
 - Medicare: 13 20 11
 - Insurance companies - Health, Car, Home and Contents, Life, Funeral etc
 - NSW RTA - drivers licence and car rego: 13 22 13 or www.rta.nsw.gov.au
 - Solicitor, accountant, financial counsellor etc
 - Superannuation fund
 - Australian Electoral Commission: 13 23 26
 - Australian Taxation Office: 13 28 61
 - Police - if there are criminal charges against your ex, or police have applied for an AVO for your protection, and you need to be contacted

Ask for a free interpreter if you need one. Or, to call an interpreter yourself, call the **Translating and Interpreting Service (TIS)** on 131450.