

Texting 1800RESPECT

An information and safety guide

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

Available 24 hours a day, 7 days a week.

**If you or someone else
is in immediate danger,
please call 000 now.**

 **Call: 1800 737 732**

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

 **Text: 0458 737 732**



What to expect

When you text “HELLO” to 1800RESPECT on 0458 737 732, you will receive a series of automatic responses with safety information and important notes before connecting with a counsellor.

Any personal information you share with the service is confidential.

When you contact the service via text, you will need to:

- Read and agree to 1800RESPECT’s [Terms and Conditions and Privacy Statement](#) prior to continuing (note: If you do not agree to these policies, you will be redirected to call us instead on 1800 737 732)
- Provide your preferred name (you always have the option to use a pseudonym (fake name) if you prefer)
- Provide the location (State or Territory) where you are texting from. You are asked to provide this information for your safety, in case of an emergency.

Before you connect with a counsellor, you have the option to conduct a quick device safety check.

For more information, read the [Terms and Conditions and Privacy Statement](#)

You can text STOP or X to end the conversation at any time. If you don’t reply to a text within 6 minutes, the conversation will end. This helps with your privacy and helps keep you safe.

Please note: when you contact 1800RESPECT via text message the service will retain your phone number. This is kept confidential.

If you prefer, you can contact 1800RESPECT by calling 1800 737 732 or using online chat (www.1800respect.org.au)



Important device safety information

When you text 1800RESPECT, you will have the option to conduct a device safety check before you connect with a counsellor. Below are some other tips you may want to check to protect your device safety and privacy.

Device safety checklist:

- ✓ Install software updates regularly
- ✓ Set your device to lock after use and ensure there is a password to access the device
- ✓ Turn off location sharing
- ✓ Do not leave your device with anyone
- ✓ Learn about what information is stored on your device and what is stored online through a cloud storage app and backed up on other devices
- ✓ Delete messages from your phone where necessary
- ✓ Review billing information and identifying details on phone records.

Check your privacy settings to limit the information shared with other people

Learn more about keeping your devices safe:

[Device safety on the 1800RESPECT website](#)

[eSafety: Using your devices safely](#)

[Australians Signals Directorate: Securing your mobile phone](#)

Text is available 24/7

Deleting your text messages after contacting 1800RESPECT

To help keep you safe, make sure you delete the texts on your device after your conversation with the counsellor finishes. Please be aware some devices will temporarily back up deleted messages even after you have deleted them. You may need to check whether these messages have been permanently removed from your device.

Please note: unlike online chat, your text message history will remain on your device unless you delete the messages. 1800RESPECT cannot delete text conversations on your mobile device.

Please be aware that some device's text messages can be duplicated/mirrored to a second device such as a laptop or another phone, which someone else may be able to access.

We recommend protecting your safety and privacy as much as possible by switching off duplication/mirroring capabilities on your device. You can read more on best practices for texting and messaging to help keep you safe here: [Using your device safely | eSafety Commissioner](#)

If you are concerned your phone or device is being monitored, you can call 1800RESPECT on 1800 737 732 for help.



When you text 1800RESPECT the number may appear on your phone bill

Please check with your network provider if you have concerns.

Please be aware that cloud services associated with your mobile device may backup your text messages on other devices. We recommend deleting your text message history from all devices after your conversation ends.

For more information about texting 1800RESPECT, visit our [frequently asked questions page](#).

If you or someone you know has experienced domestic, family or sexual violence, you can call 1800RESPECT on [1800 737 732](tel:1800737732), chat online via our [website](https://www.1800respect.org.au) or text 0458 737 732.

24/7 support

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Funded by the Australian Government Department of Social Services

