# Which 1800RESPECT service channel is best for me?

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

1800RESPECT can be contacted by:

* Call 1800 737 732 (available 24/7)
* Text 0458 737 732 (available 24/7)
* Online chat 1800respect.org.au (available 24/7)
* Video call 1800respect.org.au - Mon-Fri, 9am-midnight AEST (except national public holidays) no appointment needed

## When making a decision about which service channel to use:

• Consider if someone may be monitoring your phone, device or computer: Each channel has things you can do to help you feel safer if you’re being monitored or tracked. Some channels may be safer for you to use than others. For more information, visit our Technology and safety webpage.

• Think about your specific needs: Some ways of communicating might be better if you don’t speak English or have trouble seeing or hearing. For more information, visit our Accessibility webpage.

• Think about your comfort: Some people like the discreet nature of texting while others prefer speaking directly on the phone. Do you prefer writing things down or talking them out?

• Consider the unique nature of your situation: If you want to be more in-depth about your situation, talking on the phone or video call may be better.

For requesting information or helpful resources, chatting online or texting could be more suitable.

## When considering which channel to use, you can also think about the communication channels and technology that best suit you

### Call

* What device can I use? Mobile or landline
* What else does the device need? Mobile network or landline connection

### Text

* What device can I use? Mobile
* What else does the device need? Mobile network or landline connection

### Online chat

* What device can I use? Computer, mobile or tablet
* What else does the device need? Internet connection

### Video call

* What device can I use? Computer, mobile or tablet
* What else does the device need? Internet connection, camera, microphone, speakers, compatible operating system ([see Video Calling 1800RESPECT: An information and safety guide](https://1800respect.org.au/sites/default/files/2024-02/How%20to%20Guide_Video%20calling%201800RESPECT_An%20information%20and%20safety%20guide.pdf) for more).

## Below are some things to think about for the different ways you can contact 1800RESPECT

### Call

Benefits:

* You can express and hear different feelings, attitudes and details

Safety considerations:

* Most network providers remove the 1800RESPECT phone number from your
* phone bill, but it is always best to check with your provider directly to be sure
* Be aware of your surroundings in case someone can overhear your conversation

Accessibility – suitable for people who:

* Are blind or have low vision
* Don’t speak English as their preferred language and find it easier to speak through

an interpreter

* Use the National Relay Service

### Text

Benefits:

* Can be more discreet than our other channels
* Good for people who prefer to share their thoughts and feelings over text

Safety considerations:

* Most network providers remove the 1800RESPECT phone number from your phone bill, but it is always best to check with your provider directly to be sure
* Be aware that 1800RESPECT cannot delete your conversation history from your mobile device for you. You will need to know how to use your device securely if you are worried about someone seeing your conversation history
* For more safety considerations, read: [Texting 1800RESPECT: An information and safety guide](https://1800respect.org.au/sites/default/files/2023-12/Texting%201800RESPECT_An%20information%20and%20safety%20guide.pdf.pdf)

Accessibility – suitable for people who:

* Are d/Deaf or find it hard to hear or speak over the phone
* Prefer to use text-to-speech or text-to-text translation on their device

### Online chat

Benefits:

* Can be more discreet than our other channels
* Good for people who prefer to share their thoughts and feelings over text
* You can choose to use a computer or mobile device

Safety considerations:

* Be aware that 1800RESPECT automatically deletes the conversation history as soon as you close the browser, increasing your safety
* To further ensure your safety, you may wish to delete your browser history after your interaction (your history will show you visited the 1800RESPECT website)

Accessibility – suitable for people who:

* Are d/Deaf or find it hard to hear or speak over the phone
* Prefer to use text-to-speech or text-to-text translation on their device

### Video call

Benefits:

* Allows a virtual face-to-face connection, which may make the conversation more comfortable for some people
* Suited for virtual safety planning as the counsellor is able to see your environment

Safety considerations:

* Be aware of your surroundings in case someone can overhear your conversation
* To increase your safety when using the channel, you may wish to delete the verification text and web browser history if you are worried about someone seeing that you contacted 1800RESPECT
* For more safety considerations, read [Video Calling 1800RESPECT: An information and safety guide](https://1800respect.org.au/sites/default/files/2024-02/How%20to%20Guide_Video%20calling%201800RESPECT_An%20information%20and%20safety%20guide.pdf)

Accessibility – suitable for people who:

* Are blind or have low vision
* Don’t speak English as their preferred language and find it easier to speak through an interpreter

It is important to choose the channel that helps you feel comfortable and supported.

Our experienced counsellors are here to support you.

• Try: Explore different channels and see which feels most comfortable for you.

• Understand how to stay safe online: Visit our Technology and safety page.

• Ask us: If you are unsure, contact 1800RESPECT and ask for help

If you or someone you know has experienced domestic, family or sexual violence, contact 1800RESPECT

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