

1800RESPECT

NATIONAL DOMESTIC FAMILY AND
SEXUAL VIOLENCE COUNSELLING SERVICE

Video Calling 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.



24/7 support

 **Call: 1800 737 732**

 **Text: 0458 737 732**

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

 **Video Call: 1800RESPECT.org.au**

**Available 9am-midnight AEST, 7 days a week*

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



Before the Video Call

Consider your environment

- Are you somewhere safe and private?
- Can someone overhear your conversation?

If you decide a Video Call isn't right for you right now, please consider another channel.

Find the best channel that suits your needs [here](#).

Call 000 if you are in immediate danger.

How to access our Video Call service

- To contact 1800RESPECT via Video Call, click on the 'Video Call' button on the bottom of the 1800RESPECT website (1800respect.org.au).
- The channel is free, and available 9am–midnight AEST, 7 days a week. No appointment is required.
- You will be asked to respond to some safety questions and important information prior to connecting with a counsellor.

Any information you share with us is confidential.



Technology requirements for Video Call

To use the 1800RESPECT Video Call service, you will need a mobile device, tablet or computer with:



A reliable internet connection



A microphone, speakers and camera



A supported browser such as Chrome, Firefox, Safari or Edge



A supported operating system



» Current supported operating systems include macOS 10.11, Windows 7 or newer;



» mobile device or tablet: iOS 11.0 or newer, iPadOS 13 or newer, Android 6.0 or newer

Visit our [accessibility webpage](#) for more information about accessing the service.

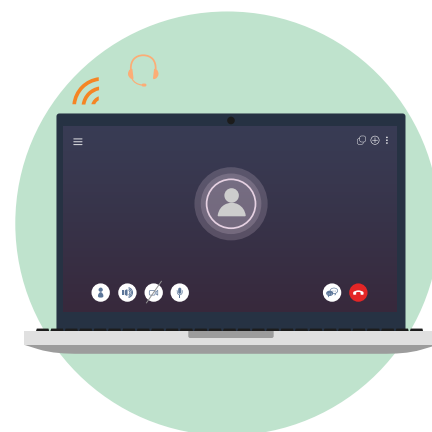
For more information about connecting with 1800RESPECT, visit our [frequently asked questions](#) page.

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During the Video Call

When using the 1800RESPECT Video Call service, you will need to:



- 1 Agree to our Privacy Policy and for the Video Call to be recorded. If you do not want to continue, we will ask you to contact us on another channel.
- 2 Provide your preferred name. You can provide a fake name if you prefer.
- 3 Provide your location (State or Territory). We collect this information for your safety, in case of an emergency.
- 4 Provide your mobile number so that we can send you a verification text. You should delete the verification text once your code has been used if you're worried about someone finding out you contacted 1800RESPECT.
- 5 Read and agree to 1800RESPECT's Terms and Conditions.
- 6 Allow access to the camera and microphone on your device or computer.

When connecting with a counsellor

When you first connect with a counsellor the call will be audio only. The counsellor will ask you a few safety and screening questions. For safety reasons, the counsellor will first turn on your video and then their video.



Please note: If you no longer feel safe, you can click the quick exit button to close the Video Call window. You will be taken to a blank Google search page.



Safety tip: after you use the Video Call service, please clear your browser history. If you are worried someone is tracking you or you do not know how to clear your browser history, you can contact 1800RESPECT.

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Important device safety information

Here are some important tips to help keep your device safe.



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
- ✓ Clear your browsing history or browse via incognito mode
- ✓ To help keep you safe, permanently delete text messages that you don't want anyone to see from your device e.g. deleting the Video Call verification text
- ✓ Be mindful of other devices that could be signed in with your Apple, Google or social media logins
- ✓ Switch off 'mirroring' on your devices. Mirroring a device shows what is on your screen on another device.

Technology is always changing, but the more you learn, the easier it will be to use.

You may want to ask a trusted person to help you with some of these suggestions. This is general information, see specialist support websites for more guidance.

Learn more about keeping your devices safe:

[1800RESPECT:
Device safety](#)

[eSafety: Using your
devices safely](#)

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



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