

What to expect when you contact a 1800RESPECT counsellor via video call?




1800RESPECT is the national domestic, family and sexual violence (including sexual harassment) counselling, information and support service.

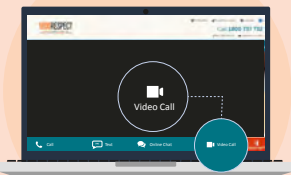
We are available for free, 24 hours a day, 7 days a week via call, text, online chat and video call.

 If you're in immediate danger, call 000.

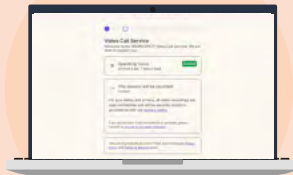
How to contact 1800RESPECT via video call

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

-  An internet connection
-  A microphone, speaker and camera
-  A supported operating system (computer: macOS or windows) (mobile/tablet: iOS, iPadOS, Android) or browser (Chrome, Firefox, Safari, Edge)

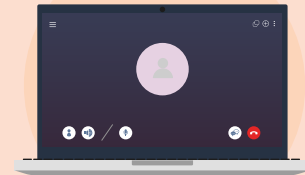


1. Visit 1800RESPECT.org.au, then click on the 'video call' button at the bottom of the page to begin the call.



2. Before connecting with a counsellor, you will need to:

- Follow the safety prompts and agree to our privacy statement
- Provide your preferred name (you don't need to use your real name) and the State or Territory you're in; and your mobile number so we can send you a verification text
- Agree to our terms and conditions
- Allow access to the camera and microphone on your device



3. You will then enter a waiting room before being connected with the next available counsellor.

24/7 support

 Call: 1800 737 732

 Text: 0458 737 732

 Online Chat: 1800RESPECT.org.au

 Video Call: 1800RESPECT.org.au

If you do not wish for your interaction to be recorded, please contact us by telephone instead and request that your call is not recorded.

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