



GUIDE 8: DEFENCE YOUTH PROTECTION EVENT OR INCIDENT MANAGEMENT

Enclosure 2

Contact details for child and youth protection/welfare agencies

Jurisdiction	Agency	Contact details
Australian Capital Territory	Child and Youth Protection Services	https://www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services 1300 556 729
New South Wales	Communities and Justice	https://www.facs.nsw.gov.au/families 132 111
Queensland	Department of Child Safety, Seniors and Disability Services	Department of Child Safety, Seniors and Disability Services (dcssds.qld.gov.au) 1800 811 810
South Australia	Department Child Protection	Department for Child Protection 131 478
Victoria	Department of Families, Fairness and Housing	DFFH Services 131 278 (After hours number). During business hours search the link for the different regions within the State and their contact number.
Tasmania	Department of Education, Children and Young People	Safe children (decyp.tas.gov.au) 1800 000 123
Western Australia	Department of Communities	Child protection (www.wa.gov.au) 1800 273 889
Northern Territory	Department of Territory Families, Housing and Communities – NT Child Protection	Northern Territory Child Protection 1800 700 250



Support services

Organisation	Summary of Services	Contacts
Defence specific services		
Defence Youth Protection	Provides advice and guidance related to youth protection in Defence contexts.	youth.protection@defence.gov.au
SeMPRO	Victim-focused care to Defence personnel, ADF cadets and ADF adult volunteers who have been affected by an incident of sexual misconduct. SeMPRO will operate in a trauma-informed manner to deliver best-practice support to those affected by sexual misconduct, as well as those who are supporting them.	www.defence.gov.au/sempromail 1800 736 776
Joint Military Police Unit	The Joint Military Police Unit is the primary contact for all Defence policing matters, providing general duties policing and investigative capability to the ADF including youth protection matters.	131167¹
Comcare	Comcare must be notified if a youth protection event/incident involves a fatality, serious injury or illness or a dangerous incident as defined in the WHS Act 2011 Sections 36 and 37.	1300 366 979
EAP	Provides Defence employees, ADF cadets and ADF adult volunteers with confidential phone counselling & digital support 24/7 in Australia & overseas.	https://eapassist.com.au 1300 687 327
All-hours Support Line	The All-hours Support Line (ASL) is a confidential telephone service for ADF members and their families that is available 24 hours a day, seven days a week.	1800 628 036
Open Arms	Provides free and confidential mental health assessment and counselling for Australian veterans and their families.	https://www.openarms.gov.au/ 1800 011 046
Safe Zone Support (hosted by Open Arms)	Free anonymous counselling line for all current and ex-serving ADF personnel, veterans and their families. It is available 24 hours a day, 7 days a week.	1800 142 072
Defence Member and Family Support	Provides a range of services, assistance and resources to support ADF members and their families.	https://www.defence.gov.au/adf-members-families 1800 624 608

¹ JMPU 24/7 Hotline



Youth specific services		
Kids Helpline	Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 and parents/carers.	kidshelpline.com.au 1800 55 1800
Reachout	An online service for young people to chat anonymously and receive support.	https://about.au.reachout.com/home
Headspace	Mental health support and information for young people	https://headspace.org.au/ 1800 650 890
Crisis support services		
Lifeline	Confidential 24-hour crisis support service for people to access support or talk through issues they are facing.	www.lifeline.org.au 13 11 14
Suicide Call Back Service	Provides immediate telephone counselling and support in a crisis for ages 15 plus.	suicidecallbackservice.org.au 1300 659 467
1800RESPECT	The National Sexual Assault, Family & Domestic Violence Counselling Line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	www.1800respect.org.au 1800 737 732
First Nations support service		
13 Yarn	For Aboriginal and Torres Strait Islander people of all ages, who are going through a tough time and feel like having a yarn.	https://www.13yarn.org.au/ 13 92 76
Other support services		
Beyond Blue	Provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services.	www.beyondblue.org.au 1300 22 4636
Relationships Australia	Support groups and counselling on relationships and for abusive and abused partners.	www.relationships.org.au 1300 364 277
Bravehearts	Provides information or support regarding child sexual assault.	www.bravehearts.org.au 1800 272 831
Blueknot	For adults who have experienced childhood trauma.	www.blueknot.org.au 1300 657 380
Mensline	A professional telephone and online support and information service for Australian men.	www.mensline.org.au 1300 78 99 78