

# domestic violence LEGAL SERVICE

## Changes to our Service

Our aim is to see all clients get advice and help with the domestic violence orders and applications, while making sure everyone stays healthy and well. To do this, we are changing how we help our clients.

### **FOR EVERYONE'S HEALTH AND SAFETY, OUR FRONT COUNTER IS NOW CLOSED**

If you need to talk about domestic violence, getting a DVO or changing a DVO:

- ✓ **Phone 8999 7977** - if our line is busy or goes to voicemail, please leave a message and we will call you back in business hours
- ✓ **SMS to 0447 043 551** -include your name & tell us if it is safe to call you back
- ✓ **Freecall the Helpline 1800 019 343** - they will send a message for DVLS to call you back
- ✓ **Email [info@dvls.nt.gov.au](mailto:info@dvls.nt.gov.au)**

### **DVLS IS A NON-URGENT SERVICE THAT OPERATES IN BUSINESS HOURS ONLY**

If you need urgent assistance contact Police on 131 444 or 000 in an emergency.

### **WE WILL HELP YOU FIRST BY TALKING BY PHONE**

- ❖ We can **help you with advice** on if a DVO is the best option for you, on the process for getting a DVO or changing a DVO and how to put together your own DVO application.
- ❖ The Courts have changed their processes so you don't always need to go to Court in person for a DVO application. For eligible clients, we can **work with you** to make an application for a DVO, file it with the Court and then talk to the Judge at Court on your behalf.
- ❖ We can work with you by phone, email, text or video call (where available). If you have a **support worker**, you can ask them send us documents and background information ahead of your phone appointment so that you won't need to tell all of your story again.
- ❖ Our **Safety and Wellbeing Coordinator** is available for non-legal support, help and referrals for women experiencing domestic violence. This includes help organizing safe crisis accommodation, safety planning, problems with Centrelink, financial worries, Territory Families and other issues.

**For any other legal problems, such as criminal law matters, child protection court, family law or civil law please freecall the NTLAC Helpline on 1800 019 343.**