

FACT SHEET — *This fact sheet is for people of all ages.*

What happens when you ring the CASA crisis line?

Who will answer the phone?

A receptionist will answer the phone. They won't ask you any details about your situation. You should ask to speak to a counsellor. You can speak to them for as long as you need to, and you can end the call whenever you like.

Do I have to give my name?

No. Your call can be anonymous and in nearly all cases it will be confidential. The only time we might need to reveal any information is if you or someone else is in danger of being assaulted or harmed. If the counsellor thinks you might need help to stay safe, they'll discuss this with you before they tell anyone else. We at CASA want you to feel fully in control of the situation.

What should I say?

It's totally up to you. We know making the first phone call can be extremely difficult. It might help to write down what you want to say before you pick up the phone. If you get stuck for words, don't worry, just say "I need some help" and the counsellor will do the rest. And you can end the call at any time — though we do hope you'll call us back as we really do want to help.

How much detail do I have to go into?

Reliving trauma is extremely difficult, but counselling can help you work through this. How much or how little you say is up to you. We're here to listen and help you look at your options.

Will CASA call the police or crisis assessment and treatment team (CATT)?

We will not contact the police or the mental health CATT team unless we're absolutely convinced there's no other option to keep you safe or alive. Though we won't do this before talking to you first so you can decide what you would like to do.

To contact the afterhours Sexual Assault Crisis Line (SACL) simply call 1800 806 292 (Freecall Victoria).