

# What happens when you ring the CASA crisis line?

Information sheet 0016

**Worried about picking up the phone? Here are some frequently asked questions about calling CASA crisis line.**

## **Who will answer the phone?**

If you ring the crisis/counselling telephone number, you will speak to one of the office managers who will put you through to a counsellor. You can speak for as long as you need to and you can end the call when you are ready. It will be a woman who answers the phone however you can request either a male or female counsellor.

## **Do I have to give my name?**

Your call can be anonymous and in most cases it will be confidential. That means you do not have to give your name if you do not want to and no one will find out what you have talked about. The only time someone might find out is if you or someone else is currently in danger of being assaulted or harmed. If the counsellor thinks you might need help to stay safe, they will tell you first before they tell anyone else ... they want you to feel fully in control of the situation.

## **What should I say?**

It is up to you what you tell the counsellor. You are the expert on your life. If you think you'll freeze up or get stuck for words, write down what you want to say before you pick up the phone. We do not mind if you get stuck for words.... just say "I need some help" and the counsellor will do the rest.

## **How much do I have to tell them??**

How much or how little you say is for you to decide. The counsellor is there to listen and help you look at your options.

## **Will CASA call the police or the CAT team?**

CASA will not contact the police or the CAT team unless they are absolutely convinced there is no other option to keep you safe or alive. We will talk to you about this first so you can decide what you would like to do.

**To contact any CASA and the after hours Sexual Assault Crisis Line (SACL)  
simply call 1800 806 292**