

## Contacting SECASA

In addition to counselling sessions, you may communicate with your counsellor/advocate by:

- Telephone
- Email
- SMS

As a SECASA client, it is important for you to know about these communication options.

### Telephone

You will be given a phone number to contact your counsellor at their office if needed. Where possible your counsellor/advocate will call you back by the next business day. You will be told on which days and hours your counsellor/advocate works.

### Email

Your counsellor/advocate may give you an email address for you to contact them. Any emails you send to your counsellor/advocate will be responded to within a week, during the counsellor/advocate's working hours. For example, an email you send on a Friday may not be responded to until after the weekend.

You can contact SECASA at: [secasa@monashhealth.org](mailto:secasa@monashhealth.org)

### SMS

SECASA has a computer SMS service. This is used by SECASA administration staff and counsellor/advocates to send information about appointment times. If you send a text to this number your counsellor/advocate will receive it, but sometimes not for several days. It is important that you include your name and your counsellor's name in the message. Please be aware that all staff at SECASA can see the messages you send. These are not private messages between you and your counsellor/advocate.

**If you are in crisis and need an immediate response please call 9594 2289 (24 hours) to speak to a counsellor.**

### Other useful numbers

#### Sexual Assault Crisis Line

1800 806 292 (Free call Victoria)

#### Safe Steps Family Violence Response Centre

1800 015 188 - free call 24/7