

WHERE TO GO FOR HELP

Grievance and remedy processes and Australian organisations offering support for victims of modern slavery.

Survivors of modern slavery in Australia require specialised support and access to grievance mechanisms to seek justice and remedy. Understanding the range of grievance processes and support organisations is crucial for both survivors and those assisting them.

If you suspect that someone is in a situation of modern slavery, you can contact the AFP on 131 237 to discuss or report it. Contact can be made anonymously.

If someone is in immediate danger, call 000 for police assistance.

The Fair Work Ombudsman (FWO) **Call 13 13 94**

FWO investigates and enforces compliance with workplace laws, offering mediation and dispute resolution services. Handles complaints related to workplace rights, including underpayment, discrimination, and unfair dismissal. Cannot help with bullying claims, WHS laws and disputes, unfair dismissal claims.

Lodge complaints at <https://www.fairwork.gov.au/about-us/contact-us> or via phone on **13 13 94**.

Australian Human Rights Commission (AHRC) **humanrights.gov.au/complaints**

Investigate and resolves complaints of discrimination and breaches of human rights.

You can make a complaint no matter where you live in Australia. The service is free, impartial and informal.

Offers conciliation and mediation services to resolve disputes and may investigate systemic issues.

National and State Legal Aid (Legal Aid)

Provide free or low-cost legal advice and representation for individuals who have experienced modern slavery.

Assist with navigating legal complexities, filing claims, and accessing compensation or support services.

For advice contact legal aid in your state or territory.

Western Australia

1300 650 579 | Mon to Fri, 9am – 4pm

Northern Territory

1800 019 343 | Mon to Fri, 8am – 4:30pm

South Australia

1300 366 424 | Mon to Fri, 9am – 4:30pm

ACT

1300 654 314 | Mon to Fri, 8:30am – 5pm

Tasmania

1300 366 611 | Mon to Fri, 9am – 5pm

New South Wales

1300 888 529 | Mon to Fri, 9am – 5pm

Queensland

1300 651 188 | Mon to Fri, 8:30am – 5pm

Victoria

1300 792 387 | Mon to Fri, 8:45am – 5:15pm

WHERE TO GO FOR HELP (CONT.)

Anti-Slavery Australia (Anti-Slavery)

Call 02 9514 8115

asalegal@uts.edu.au

Anti-Slavery Australia provides free, confidential legal and migration services to people who have experienced or are at risk of modern slavery in Australia.

Modern slavery includes slavery, servitude, forced labour, deceptive recruitment, forced marriage and human trafficking.

Their services are confidential, culturally sensitive, and focused on the rights and needs of each person.

Red Cross

Support for Trafficked People Program

Call 1800 113 015

national_stpp@redcross.org.au

Offers confidential support through local offices and a national helpline.

Provides support for survivors of trafficking and forced labour, including emergency assistance, counselling, and reintegration support. Also offers casework support, financial support, access to health and accommodation services, referrals to counselling, legal and migration support.

If you are not comfortable contacting the police, you can contact the Red Cross Support Program team for confidential advice.

Salvation Army

Offers support services, safe accommodation, and pathways to recovery for survivors of modern slavery.

Safe House

Trafficking and Slavery Safe House for women who have experienced trafficking and slavery in Australia. Also offer outreach support and case management to men, women and children

Call 1300 473 560 or email

SafeHouse@salvationarmy.org.au

Referral Pathway

Additional Referral Pathway to the Support for Trafficked People Program

Call 1800 000 277 or email

arp@salvationarmy.org.au

Lived Experience Engagement Program (LEEP)

LEEP is forum for survivors of criminal labour exploitation to directly consult with government “to assist in preventing, identifying and responding to modern slavery”.

Email **leep@salvationarmy.org.au**

If you suspect someone may be a victim of modern slavery, or if you're in a situation where you're experiencing exploitation, it's crucial to seek help.

Australian Federal Police (AFP)

Report suspected cases of human trafficking and slavery.

Call: 131 AFP (131 237)

Anti-Slavery Australia

Confidential legal advice and support for those affected by modern slavery.

Call: 02 9514 8115 | Email: asalegal@uts.edu.au | antislavery.org.au

Salvation Army

Call: 1800 000 277 | Email: arp@salvationarmy.org.au

salvationarmy.org.au/additional-referral-pathway

Red Cross

Call: 1800 113 015 | Email: national_stpp@redcross.org.au

If someone is at immediate risk or requires urgent assistance call 000.