



**HELPLINE**  
08088 01 03 02

## WHO WE ARE:

The Rape Crisis Scotland Helpline is a free and confidential service which supports anyone aged 13+ who has experienced rape, sexual violence or abuse, whether it happened recently or in the past. This includes people of all genders and sexualities.



We are a team of women only staff and volunteers who support survivors as well as family members, partners, friends and professionals who are worried about someone they know or struggling to cope.

## WHAT IS SEXUAL VIOLENCE?

Sexual violence is a general term used to describe any sexual activity or act (including online) that was unwanted, or where there was pressure, coercion or force.

### TRAUMA IS KNOWN TO IMPACT US IN ALL SORTS OF WAYS

Sexual violence is traumatic, and trauma is known to impact us in all sorts of ways.

This can mean flashbacks or panic attacks, feeling numb, upset or angry. It can impact sleep, and affect our relationships with people, alcohol, drugs and food.

The effects of trauma aren't always clear straight away. Sometimes it can be months or years later, and it can be lonely and isolating. It's important to remember you are not alone.

## WHY DO PEOPLE CALL US?

Many people call the helpline because they want to speak to someone who will understand and support them. People can contact the helpline about something that happened recently, a long time or ago, or something that is ongoing.

Our helpline workers can offer immediate emotional support and some techniques and strategies that might help. They can also give you information about, and help you to contact, local Rape Crisis Centres or signpost to alternative support.

## IT IS COMMON TO FEEL UNCERTAIN OR NERVOUS ABOUT CONTACTING THE HELPLINE

It's common to feel uncertain or nervous about contacting the helpline, especially if you are a survivor. Just know that we believe you, we will never judge you or tell you what to do and when you are ready, we really want you to get in touch.

## HOW TO REACH US

Our helpline is open 5pm – midnight, every night, 365 days a year.

### Call: 08088 01 03 02

- It's free, won't show on your bill
- And we can't see your number when you call

### Text: 07537 410027

- Texts charged at standard network rate
- We can see your number when you text; if text support isn't available that evening we will reply to arrange the next best time to text you.

### Email support:

[support@rapecrisisscotland.org.uk](mailto:support@rapecrisisscotland.org.uk)

- Email support is free. Your email address will be visible to us when you email. We aim to reply as soon as possible.

### Webchat support:

[www.rapecrisisscotland.org.uk](http://www.rapecrisisscotland.org.uk)

- Webchat support is free.

If you are under 13, you can contact **Childline** on **0800 1111** or through [childline.org.uk](http://childline.org.uk)

The helpline has access to interpreters through **LanguageLine**. BSL users can contact us via **contactSCOTLAND-BSL**, the on-line British Sign Language interpreting service.

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I managed to get through to one of your operators, it was an amazing experience. I feel totally relaxed now and supported. thank you for this service, truly changing lives.

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