



STEP TOGETHER START THE CONVERSATION.

Stakeholder Kit
October 2026



Australian Government

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Further materials are under development and an updated version of the stakeholder kit will be uploaded when additional resources are available.

UNDERSTAND THE SIGNS OF VIOLENT EXTREMISM.

Introduction

Ideas and influences can reach people in lots of different ways, both online and in person. It isn't always easy to know whether changes are a normal response to what's happening in someone's life or a sign of something more harmful.

Step Together is a free support service that's here for people who are worried about changes in themselves, a loved one or someone they know who may be affected by harmful influences that could lead to violent extremism.

The Step Together campaign, led by the Department of Home Affairs aims to raise awareness of the Step Together service and increase understanding of violent extremism among Australians. The campaign will run from October 2026 until April 2027.

The Step Together service is a permanent service offering and will continue operating beyond the life of the campaign.

How to share campaign resources

The Department of Home Affairs has developed a range of resources and tools to help individuals and communities discuss topics relating to Step Together and the service itself.

As a stakeholder, you play an important role in helping raise awareness of Step Together and contributing to meaningful conversations about violent extremism with the people in your life and your communities.

This kit includes a number of resources you can use to help you have these conversations, and share with people who may find them useful or relevant. These currently include Key Messages, Fact Sheet, Frequently Asked Questions, and Talking Points.

The Step Together website also hosts a number of resources you can use and refer to in support of the campaign. You can visit: steptogether.gov.au.



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Key Messages

Key messaging guidance can help if you are talking about or sharing information relevant to Step Together with people you think may benefit from knowing more about the service.

The following messages have been developed to support communication activity for Step Together. They have been prepared following testing and review with community members, and reflect evidence and practical perspectives of the audiences, communities and professionals who may use, recommend or engage with Step Together.

Step Together has more detailed messaging and communication advice for partner and peer organisations. If you require support or would like to work together, please reach out to contact@stepttogether.gov.au.

Step Together key messages

- Step Together is a free support service that's here for people who are worried about changes in themselves, a loved one or someone they know who may be affected by harmful influences that could lead to violent extremism.
- A person may notice things like pulling away from friends and family, becoming angrier than usual, or becoming increasingly focused on certain influences or new beliefs. These changes can happen for many reasons.
- It isn't always easy to know whether changes are a normal response to what's happening in someone's life, or a sign of more harmful influences. There's no harm in checking.
- Step Together supports early conversations that can help prevent harmful beliefs and influences from taking hold.
- Step Together offers a safe space to talk things through with a team member trained to understand the issues that may make someone more vulnerable to harmful influences.

Core service message

Step Together is a free support service that's here for people who are worried about changes in themselves, a loved one or someone they know.

Supporting messages

- Step Together offers a safe space to talk things through online or over the phone with a trained Step Together team member. People can receive practical help and support without judgement.
- Engaging the service can be as simple as a conversation. If someone needs more support, Step Together can connect them with services that are right for them.
- This could include a range of community services or specialist programs that provide ongoing support. These services can help people make positive changes and reduce their risk of becoming involved in violent extremism.
- Specialist programs are available in every state and territory, with support based on each person's needs and situation.
- Step Together helps people:
 - make sense of the changes they are seeing or feeling
 - understand when something may need closer attention
 - build confidence to start a conversation
 - consider practical next steps
 - connect with further support if it's needed.

Core service message

Step Together helps those who notice things like pulling away from friends and family, becoming angrier than usual, or becoming increasingly focused on certain influences or new beliefs. These changes can happen for many reasons.

Supporting messages

- Harmful ideas and influences can reach people in lots of different ways, both online and in person.
- Some individuals or groups deliberately try to influence others by promoting extreme beliefs that turn people against each other, blame certain groups for problems or suggest that violence is acceptable.
- Often, it's the people closest who are the first to notice when something feels different. This could be a parent or carer, family member or friend, teacher or someone in the community.
- They could be noticing changes in language or attitudes, growing hostility towards certain groups, or someone becoming deeply involved with certain online communities, influencers or belief systems.
- Sometimes a person may notice changes in themselves. They may feel drawn toward ideas that initially made them feel heard, understood or part of something, but are starting to feel more extreme or hostile.
- These changes can happen gradually or quickly. They may be linked to stress, feeling disconnected or going through major life changes.
- Step Together can help you understand the changes you are noticing and determine if something needs closer attention.

Core service message

It isn't always easy to know whether changes are a normal response to what's happening in someone's life, or a sign of more harmful influences. If something feels different or worrying, that is enough to start a conversation with Step Together.

Supporting messages

- It can be hard to know when to be concerned about changes or what to do next.
- People don't need to be certain before getting in touch.
- Messages and influences that can lead people towards violent extremism are not always obvious. They can be shared through humour, memes, gaming, influencers, or content about identity, belonging and what is happening in the world.
- Step Together provides simple information on what to look out for and helps people feel confident starting supportive conversations.
- There are no exact set of signs that someone is moving towards violent extremism. Changes in behaviour, language or attitudes can happen for many reasons.

- Changes can happen gradually or quickly. When someone is being influenced by violent extremism, this may happen gradually, and not feel concerning at first.
 - If something doesn't feel right, that's enough to reach out to Step Together. There's no harm in checking.
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Core service message

Step Together supports early conversations that can help prevent harmful beliefs and influences from taking hold.

Supporting messages

- It can be hard to know when to be concerned about changes or what to do next.
 - Early intervention means seeking advice and support when someone first notices a change that feels different or worrying, rather than waiting for concerns to escalate.
 - Raising concerns early can help create opportunities for conversation, support and connection before harmful influences take hold or someone becomes more deeply involved.
 - People do not need to have all the answers or know exactly what is happening before seeking advice.
 - If something feels different or worrying, that is enough to start a conversation with Step Together.
 - It can be as simple as a conversation. If more support is needed, Step Together can help identify appropriate next steps.
 - When someone calls Step Together, they're in safe hands. Step Together team members are trained and there to listen, understand and provide guidance without judgement.
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Core service message

Step Together offers a safe space to talk things through with a team member trained to understand the issues that may make someone more open to harmful influences.

Supporting messages

- When someone calls Step Together, they're in safe hands.
 - Your call will be answered by a Step Together team member who specialises in family and community support.
 - Step Together team members are trained in trauma-informed practice and understand the issues that can put someone at risk of, or vulnerable to becoming involved in violent extremism.
 - Step Together team members are there to listen, understand and provide guidance without judgement.
 - A person can share as much or as little as they feel comfortable with.
 - Step Together is not a reporting service. However, if there is a serious risk to someone's safety or the safety of the community, it may be required by law to share information with police or other emergency services.
 - You can speak with a Step Together team member if you are worried about changes in the behaviour of someone you know, or just want to have a conversation about something that does not feel right.
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Calls to action

- If something feels different or worrying, that's enough to start a conversation.
- Talking about changes early can make a difference. Start a conversation today.
- No one has to figure it out alone.
- There's no harm in checking.

Contact information

- Call the Step Together helpline on 1800 875 204 or speak to a team member online Monday to Friday from 9 am to 5 pm.
- Read more information on www.steptogether.gov.au.

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Fact sheet

About Step Together

Step Together is a free support service for people worried that they or someone they know may be affected by harmful influences that could lead to violent extremism. It is an early intervention, national support service that can help prevent harmful beliefs from taking hold, or escalating to violence.

Step Together can support you if you are worried about changes in a person's behaviour or just want to have a conversation about something that does not feel right.

What Step Together offers

Step Together offers practical advice and guidance if you are concerned about yourself, a friend, or family member's interaction with harmful or extremist ideas.

When you contact Step Together, you will speak with a team member who specialises in family and community support. Their role is to listen, understand, and provide guidance without judgement.

Step Together is not a reporting service. During a call you can share as much or as little as you feel comfortable with. You are in control of what you choose to talk about. You can contact Step Together through:

- **the National Helpline:** 1800 875 204
- **our online chat:** Monday to Friday, 9 am to 5 pm
- **website:** steptogether.gov.au.

The Step Together service can help you:

- **make sense of the changes you are seeing or feeling**
- **understand when something may need closer attention**
- **build confidence to start a conversation**
- **consider practical next steps**
- **connect with further support if it's needed.**

Step Together can connect you with services that are right for you. This could include a range of community services or specialist programs that provide ongoing support.

These services can help people make positive changes and reduce their risk of becoming involved in violent extremism.

Specialist programs are available in every state and territory, with support based on each person's needs and situation.



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Violent extremism and radicalisation

Violent extremism is support for or acts of violence to achieve social, political or legal outcomes, or to respond to specific political or social grievances.

Radicalisation is when a person's thinking and behaviour become significantly different from how most of the members of their society and community view social issues and participate politically. Only small numbers of people radicalise and they can be from a diverse range of ethnic, national, political and religious groups.

Becoming radicalised does not automatically mean that a person is engaging, or will engage, in violent or dangerous behaviour. A person can hold strong, unpopular or unconventional beliefs. It is violent extremism when that individual begins to promote, justify, threaten or use violence as a way to create change.

Violent extremism can be driven by different political, religious, ideological, or social ideas. Sometimes, these ideas can be mixed in with differing or contradictory beliefs or personal grievances.

Understanding the signs

Ideas and influences can reach people in lots of different ways, both online and in person. These changes can happen gradually or quickly. They may be linked to stress, feeling disconnected or going through major life changes.

It isn't always easy to know whether these changes are a normal response to what's happening in someone's life, or a sign of more harmful influences. There are no exact set of signs that someone is moving towards violent extremism. Changes in behaviour, language or attitudes can happen for many reasons.

People may notice someone:

- pulling away from friends and family or becoming increasingly isolated
- growing angrier than usual or increasingly hostile towards certain people or groups
- developing intense interests or beliefs, becoming deeply involved in online communities, influencers or beliefs that promote hostility, extreme ideas or violence.

Violent extremism can take many forms and be driven by different beliefs or a mix of them.

Messages that can lead people towards violent extremism are not always obvious. They can be shared through humour, memes, gaming, influencers or content about identity, belonging and what is happening in the world. For many people, involvement happens gradually and may feel normal at first.

You do not need to be certain before seeking support. If something feels different or worrying, that is enough to start a conversation with Step Together. Often, it's the people closest who are the first to notice when something feels different.



Support for families and communities

It is normal to feel unsure or overwhelmed. Step Together can help you understand what you are seeing, build confidence in having conversations, and find support services in your community.

Listening matters more than having all the answers and talking openly helps reduce stigma, making people feel safer to share. Step Together supports early conversations that can prevent harmful or violent beliefs from taking hold or escalating.

What you can do

You do not need to be certain before seeking help. If something feels different or concerning, Step Together can provide guidance and support on what to do next.

CONTACT US

You can contact Step Together if something feels different or concerning, you are unsure what to do next or if you want advice before things escalate. Noticing small changes and asking questions early can make a real difference.

Step Together is a national service available across all Australian states and territories.



WEB: steptogether.gov.au



PHONE: 1800 875 204



ONLINE CHAT: Monday to Friday, 9 am to 5 pm

When in doubt, there is no harm in checking. Step Together is here to support you, your family and your community.



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STEP TOGETHER AND UNDERSTAND THE SIGNS OF VIOLENT EXTREMISM.

Frequently Asked Questions

What is Step Together?

Step Together is a free support service that's here for people who are worried about changes in a loved one, someone they know, or even themselves. It is an early intervention national support service that offers advice, education and support around countering violent extremism.

Step Together offers a safe space to talk things through with a team member trained to understand the issues that may make someone more vulnerable to harmful influences. It offers practical advice and guidance if you are concerned about yourself, a friend, or family member's interaction with harmful or extremist ideas.

How can Step Together help?

Often, it's the people closest who are the first to notice when something feels different. Step Together helps those who notice changes in behaviour, beliefs or online activity that may need closer attention.

When you contact Step Together, you'll speak with a team member who will listen carefully and help you understand what is going on. They can help you:

- make sense of the changes you are seeing or feeling
- understand when something may need closer attention
- build confidence to start a conversation
- consider practical next steps
- connect with further support if it's needed.

Is it confidential?

When someone contacts Step Together, they can share as much or as little as they feel comfortable with. You are in control of what you choose to talk about.

Step Together isn't a reporting service, but if a Step Together team member believes someone is at immediate risk of harm, they are required to contact police or emergency services to keep everyone safe.

If you have questions about privacy or confidentiality, you can ask the team member about this before deciding what you want to share.



What is violent extremism and radicalisation?

Violent extremism is support for or acts of violence to achieve social, political or legal outcomes, or to respond to specific political or social grievances.

Radicalisation is when a person's thinking and behaviour become significantly different from how most of the members of their society and community view social issues and participate politically. Only small numbers of people radicalise and they can be from a diverse range of ethnic, national, political and religious groups.

Becoming radicalised does not automatically mean that a person is engaging, or will engage, in violent or dangerous behaviour.

A person can hold strong, unpopular or unconventional beliefs. It is deemed violent extremism when that individual begins to promote, justify, threaten or use violence as a way to create change.

Violent extremism can be driven by different political, religious, ideological, or social ideas. Sometimes, these ideas can be mixed in with differing or contradictory beliefs or personal grievances.

People do not need to be certain that someone is moving towards violent extremism before seeking support. If something feels different or worrying, that is enough to start a conversation with Step Together.

How does Step Together support families and carers?

Step Together can support you if you are worried about changes in a young person's behaviour or just want to have a conversation about something that does not feel right. Step Together can help you:

- make sense of the changes you are seeing or feeling
- understand when something may need closer attention
- build confidence to start a conversation
- consider practical next steps
- connect with further support if it's needed.

What signs should I look out for?

There are no exact set of signs that suggest someone is moving towards violent extremism. Changes in behaviour, language or attitudes can happen for many reasons.

People may notice someone pulling away from friends and family, becoming angrier than usual, showing growing hostility towards particular people or groups, or becoming increasingly focused on certain influencers, online communities or belief systems.

Changes can happen gradually or quickly. When someone is being influenced by violent extremism, this could happen over time and may not feel concerning at first. You do not need to be certain before seeking advice or support. If something feels different or worrying, that is enough to start a conversation with Step Together.

You might notice changes in language or attitudes, increased hostility toward certain groups, or deeper involvement in certain online communities, influences or belief systems. Signs or concerning behaviours can be different for everyone, but may include:

- **pulling away** from friends and family or becoming increasingly isolated
- **growing angrier** than usual or increasingly hostile towards certain people or groups
- **intense interests or beliefs**, becoming deeply involved in online communities, influencers or beliefs that promote hostility, extreme ideas or violence.

These changes do not always mean something serious is happening, but they may be worth checking in on. If you are concerned, remember to:

- stay calm and avoid judgement
- start open and supportive conversations
- focus on active listening and understanding.

Why should I seek support from Step Together?

Engaging with Step Together can be as simple as a conversation. If your situation needs more support, Step Together can connect you with services that are right for you. This could include a range of local and community services, or specialist programs that provide ongoing support.

Early support can make a positive difference. You do not need to have all the answers. If something does not feel right, it is okay to seek advice.



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Who can contact Step Together?

You do not need to be certain something is wrong. If you are worried, it is okay to ask for advice. Anyone can reach out for support, including:

- parents and families
- friends and carers
- teachers and community members
- practitioners, social workers, youth workers and other professionals.

How do I get in touch?

You can contact Step Together through:

- **the National Helpline:** 1800 875 204
- **our online chat:** Monday to Friday, 9 am to 5 pm
- **website:** steptogether.gov.au.

When you contact Step Together, you're in safe hands. Your call or message will be answered by a Step Together team member who specialises in family and community support.

What if someone is threatening to harm themselves, or others?

If someone has indicated they are going to harm themselves or other people, and is planning or intending to commit a violent act, this should be taken very seriously and must be acted upon immediately.

Please call triple zero (000) immediately to reach police, ambulance or fire services if:

- someone is seriously injured or in need of urgent medical help
- someone indicates they are going to harm themselves or other people
- someone indicates they are planning or intending to commit a violent act
- your life or property is being threatened
- you just witnessed a serious accident or crime.

Can I use the National Relay Service?

Yes, our helpline team members are experienced in working with clients through the [National Relay Service \(NRS\)](#).

Our team members will work with the relay officer to provide support and are conscious of obstacles facing people with a disability. They will:

- use a person-centred, strength-based approach to suit your needs
- work to get the most out of the session by communicating as openly and directly as possible, almost as if the relay officer is not involved.

NRS officers are bound by privacy legislation to protect clients' rights. The usual risk assessments and ethics of case work apply.

Does Step Together offer language assistance?

Yes, Step Together offers language assistance. To access your preferred language, the process is:

- Initiate your session with Step Together and advise your preferred language.
- You will be placed temporarily on hold while the Step Together team member engages the [Translating and Interpreting Service \(TIS\)](#).
- A conference call will then be initiated with the available interpreter.

Alternatively, you can contact TIS first, who can then call Step Together to begin the session. Our support and advice is most effective when the team member and caller can communicate as honestly as possible.

While we acknowledge that this could sometimes feel uncomfortable when an interpreter is involved, Step Together encourage you to be as open as you can in order to get the most out of the session.

TIS interpreters are bound by privacy legislation to protect clients' rights and the [National Accreditation Authority for Translators and Interpreters Code of Ethics](#). The usual risk assessments and ethics of providing support apply.



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Talking Points

If you are planning to start sharing information with your networks and community about Step Together, you may refer to these talking points to learn more and convey the purpose and function of the service.

The following talking points have been developed to support people sharing information about Step Together. They have been prepared following testing and review with community members, and reflect evidence and practical perspectives of the audiences, communities and professionals who may use, recommend or engage with Step Together.

Step Together has more detailed messaging and communication advice for partner and peer organisations. If you require support or would like to work together, please reach out to **contact@stepttogether.gov.au**.

Step Together overview

- Step Together is a free support service that's here for people who are worried about changes in themselves, a loved one or someone they know.
- Step Together provides a safe space to talk things through online or over the phone for anyone who may be worried that they or someone they know may be affected by harmful influences that could lead to violent extremism.
- The service focuses on early support and prevention, with trained team members providing advice and support without judgement.
- Often, it's the people closest who are the first to notice when something feels different.
- They could be noticing changes in language or attitudes, growing hostility towards certain groups, or someone becoming deeply involved with certain online communities, influences or belief systems.
- Step Together operates nationally across all states and territories and can connect individuals and families with relevant local community-based support.
- Specialist programs are available in every state and territory, with help determined based on each person's needs and situation.
- Taking part in any service suggested by Step Together is voluntary. A team member will talk through the options with the person and help them decide what may be right for them.

Step Together process

- Step Together helps those who notice changes in behaviour, beliefs or online activity understand what may need closer attention.
- When you contact Step Together, you'll speak with a team member who will listen carefully and help you understand what is going on. They can help you:
 - make sense of the changes you are seeing or feeling
 - understand when something may need closer attention
 - build confidence to start a conversation
 - consider practical next steps
 - connect with further support if it's needed.
- When someone contacts Step Together, they can share as much or as little as they feel comfortable with. You are in control of what you choose to talk about.
- Step Together isn't a reporting service, but if a Step Together team member believes someone is at immediate risk of harm, they are required to contact police or emergency services to keep everyone safe.
- If you have questions about privacy or confidentiality, you can ask the team member about this before deciding what you want to share.

Violent Extremism talking points

- Violent extremism is acts of, or support for violence, used to achieve social, political or legal outcomes, or to respond to specific political or social grievances.
- There are no exact set of signs that someone is moving towards violent extremism. Changes in behaviour, language or attitudes can happen for many reasons.
- Ideas and influences can reach people in lots of different ways, both online and in person.
- Extreme beliefs may become concerning when they are accompanied by growing hostility, isolation or attitudes that turn someone against particular individuals or groups.
- Violent extremism exists along a spectrum and is distinct from radicalisation. It should be emphasised that becoming radicalised does not automatically mean that a person is engaging, or will engage, in violent or dangerous behaviour.
- People do not need to be certain that someone is moving towards violent extremism before seeking support. If something feels different or worrying, that is enough to start a conversation with Step Together.

Radicalisation talking points

- Radicalisation is a complex and individual process that can occur differently for each person. Radicalisation doesn't always lead to violence.
- Radicalisation is when a person's thinking and behaviour become significantly different from how most of the members of their society and community view social issues and participate politically.
- Only small numbers of people radicalise and they can be from a diverse range of ethnic, national, political and religious groups.
- People can hold strong, extreme or controversial beliefs without supporting violence. Exploring different or controversial ideas can also be a normal part of learning and forming opinions.
- Vulnerability to extremist influence can be shaped by a range of personal, social and environmental factors, including isolation, identity challenges, exposure to harmful online and offline environments, or difficulty finding belonging and support.
- There is no single profile of someone at risk or being vulnerable to radicalising. Concerns should always be considered in context and early supportive conversations are often the most important first step.
- Signs of concern may include changes in behaviour, withdrawal from family or friends, increased secrecy, confrontational language, or intense engagement with divisive ideological content or influences.
- These signs or changes alone do not necessarily indicate radicalisation, but they may suggest someone could benefit from support and early intervention.

If asked about reporting of the government role

- Step Together is not a reporting service.
- The service provides a supportive pathway for individuals and families seeking guidance outside of law enforcement wherever possible.
- If there is a serious risk to someone's safety, it may be required by law to share information with police or other emergency services.
- Taking part in any service suggested by Step Together is voluntary. A team member will talk through the options with the person and help them decide what may be right for them.

Contact information

- Call the Step Together Helpline on 1800 875 204 or speak to a specialist case worker online Monday to Friday from 9 am to 5 pm.
- Read more information on www.steptogether.gov.au.
- It can be as simple as a conversation. If more support is needed, Step Together can help identify appropriate next steps.
- A person can share as much or as little as they feel comfortable.
- Step Together team members are there to listen, understand and provide guidance without judgement.



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