



HEART 2 HEART

UNDERSTANDING DOMESTIC AND FAMILY VIOLENCE

Moreton Bay Region

A booklet for women experiencing domestic and family violence

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WHERE TO GET HELP

If you are in immediate danger, call 000.

Specialist Domestic Violence Service for Moreton Bay Region and Surrounds:

Centre Against Domestic Abuse (CADA)

Phone: 5498 9533

Email: info@cada.org.au

Website: <https://www.cada.org.au/>

Office Hours:

Monday – Friday

9am – 5pm.

National Domestic and Family Violence Support Line:

DVConnect

Phone: 1800 811 811

Hours: 24 hours/ 7 days

Website: <https://www.dvconnect.org/>

ABOUT THIS BOOKLET

This booklet has been developed to provide those affected by domestic and family violence with information about specialist domestic and family violence services within the Moreton Bay Region. It is part of a series which includes a supporter booklet that provides advice on how to support someone experiencing domestic and family violence.

The booklet aims to raise community awareness and will support community organisations and individuals to respond to domestic and family violence, by providing a practical guide to facilitate conversations for persons who have or are experiencing family and domestic violence.

We acknowledge the traditional custodians of the land and pay our respects to elders past, present and emerging, for they hold the traditions, the culture and hopes of First Nations People. We acknowledge that Aboriginal and Torres Strait Islander people continue to live in spiritual and sacred relationships with this country.

We acknowledge all of the specialist domestic and family violence practitioners in the Moreton Bay Region for their crucial and important impact in partnering with families through passion and dedication to make safer communities.

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Protea artwork created by Gabrielle Holloway.

We hope you find this resource helpful and informative.

WHAT IS DOMESTIC AND FAMILY VIOLENCE?

Domestic and Family Violence is Never OK.

Domestic and family violence can affect **anyone** regardless of gender identity, age, income, education, ethnicity, culture, sexual identity, health status or religion.

While men can be victims of domestic and family violence, research indicates that domestic and family violence is mostly perpetrated by men towards women and children.

Domestic and family violence can occur in an intimate relationship with a current partner, with a former intimate partner, by a family member, or in an informal care relationship.

Sometimes it is hard to know if someone you care about is being abusive towards you.

You may be feeling **confused, overwhelmed, frightened** – and just unsure about what to think and what to do.

These are all understandable emotions and **you are not alone**. There are support services that can work with you to understand your options.

Domestic and family violence takes many forms and is **not only physical abuse**.

Domestic and family violence is about **power and control** which presents as behaviours designed to intentionally and deliberately make a person **fearful, intimidated, threatened and suppressed**.

Examples of domestic and family violence include:

VERBAL ABUSE

- Name calling, criticising or insulting you
- Screaming and yelling at you or the children
- Making verbal threats to harm or kill you or the children
- Undermining you or making fun of your opinions, beliefs or practices
- Threatening to harm, damage or hurt a person or an animal

PHYSICAL ABUSE

- Hitting, punching, kicking, pushing, pulling your hair, slapping you
- Strangulation. Sometimes called 'choking'
- Using weapons such as guns, knives or other objects against you or used to destroy your property and personal items

SOCIAL ABUSE

- Isolating you from friends and family. This may take the form of moving you to a geographically isolated location away from your support networks. Or it might look like constant 'put downs' or criticisms about your family and friends so that it is difficult to maintain a relationship with them
- Controlling who you can and cannot socialise with
- Criticising you in front of friends and family
- Checking your phone or email to see who you have been talking with

FINANCIAL ABUSE

- Controlling your access to money, including your own, so that you become financially dependent
- Expected to follow an inadequate budget that doesn't meet the basic needs of yourself and your children (e.g. food, clothing, healthcare, accommodation)
- Being forced to sign loan agreements that you don't agree to
- Being constantly questioned about your purchases

SEXUAL ABUSE

- Forcing you to have sex or engage in ANY sexual activity that you do not want to do

PSYCHOLOGICAL ABUSE

- Includes behaviours that undermine your self-esteem and self-confidence
- Silent treatment or 'withdrawal' from you so that your needs are neglected
- Threats to suicide if you leave the relationship
- Threats to harm pets

- “Gaslighting” you – A form of abuse that causes the person to question their feelings, instincts and sanity as the perpetrator attempts to override the victim’s reality with their own. You may find that you are constantly ‘second-guessing’ yourself, feeling confused, always apologising to the perpetrator for ‘being too sensitive’ or ‘overreacting’, and feeling ‘crazy’

SPIRITUAL / CULTURAL ABUSE

- Being prevented from practising your cultural, spiritual or religious beliefs
- Ridiculing or undermining your cultural, spiritual or religious practices
- Being forced to practice cultural, spiritual or religious activities that you do not want to do

Other examples of abuse may include:

STALKING BEHAVIOUR

- Behaviours may include following and watching you in public places such as when you are at work, shopping, children’s activities (e.g. sports)
- Driving past your house and/or monitoring who is visiting your house
- Making persistent phone calls or sending text messages, emails or mail to you
- Hanging around in places that you typically attend in order to watch or ‘bump’ into you

TECHNOLOGY FACILITATED ABUSE

- Threatening to share intimate images or videos online or to your friends and family
- Monitoring or ‘hacking’ into your social media accounts, bank accounts or email to read your messages and track your activities
- Placing a GPS tracking device on your car to monitor your location
- Hacking into your Smart TV, Smart Phone or laptop to access the devices webcam, microphone and other personal information to monitor and record your activities
- Using a child’s mobile phone or tablet device to monitor the location and gain other personal information
- Using a drone to monitor and record your activities

REPRODUCTIVE ABUSE

- Refusing to use birth control or sabotaging birth control methods (e.g. poking holes in the condom or refusing to wear one)
- Not allowing you to use contraception (e.g. take the pill)
- Forcing or pressuring you to get pregnant
- Forcing or pressuring you to get an abortion or preventing you from having one
- Knowingly having passed a sexually transmitted infection onto you

NEGLECT

The elderly, people with a disability or health issue, and children may be more vulnerable to experiencing this type of abuse.

- Basic needs not being met, such as adequate food, water or clothing
- Failure to meet personal care or hygiene needs
- Being denied access or transportation to attend appointments such as to healthcare services
- Inadequate accommodation that is not clean, safe or private
- Denied access to participate in leisure and social activities



POWER AND CONTROL

Does your partner often put you down or make you feel bad about yourself?

Does your partner get possessive or jealous?

Do you often feel that you are 'walking on eggshells'?

Does your partner make you feel scared or frightened?

Do your children hear or see things that make them feel scared?

Does your partner control your access to money?

Does your partner threaten to harm you, your children or pets?

POWER AND CONTROL WHEEL

The Power and Control Wheel is a useful model for understanding the types of behaviours that may be experienced in a domestic and family violence relationship.



HIGH RISK SITUATIONS

It is important to know that sometimes there are situations that may increase your risk of experiencing domestic and family violence.

These situations are considered 'high risk' as there is an increased likelihood for serious harm or homicide to occur. These include:

- | | |
|--|---|
| • Recent separation or plans to leave the relationship | • Threats to kill you or the children |
| • Pregnancy or birth of a new baby | • Threats or attempts to suicide by the perpetrator |
| • Stalking behaviour | • Past injuries or hospitalisations for abuse |
| • Sexual violence | • Controlling or jealous behaviour |
| • Strangulation | • Use of weapons |

Other things to consider include:

Escalation – Has there been an increase in the frequency of the violence?

Severity – Has there been an increase in the intensity of the violence?

Perception of own risk – How fearful are you that more harm may occur?

There are support services available that can work with you to create a safety plan for yourself and children.

IMPACT OF DOMESTIC AND FAMILY VIOLENCE

Domestic and family violence can have an impact on the short and long-term health and wellbeing of you and your children.

You may be experiencing:

• Depression	• Stress and anxiety
• Sleep disturbances	• Appetite changes
• Confusion and overwhelm	• Difficulty making decisions
• Helplessness and low self-esteem	• Feeling 'on edge' or hypervigilant
• Alcohol or substance use/misuse	• Physical injuries – bruises, cuts, fractures
• Pregnancy related health issues – miscarriage, early delivery, low birth weight	• Homelessness

Children may experience:

• Emotional distress	• Anxiety
• Depression	• Developmental regression
• Sleep disturbances	• Appetite changes
• Self-harm	• Anger or aggression
• Risk-taking behaviour – using alcohol, drugs or having unprotected sex	• School issues – academic performance, behavioural issues, trouble making friends
• Low self-confidence and self-esteem	• Stress related health issues – headaches, stomach pain etc.

FIRST NATIONS WOMEN

Are you experiencing family violence? Family violence includes abusive behaviours that occur in intimate partner relationships and also broader kinship relationships.

You may not want to talk about the domestic and family violence that you are experiencing in case news spreads amongst your family and friends – You don't want everyone to know about your private business.

Or you might not trust talking to mainstream support services or government agencies due to a history of intergenerational trauma.

You might not want to leave your partner and just want the problem fixed. You may not want to go into refuge as that might mean being temporarily placed away from your family, social supports or children's schools. You might just want to keep your family together and for the violence to stop.

All of this might deter you from seeking help, but a Specialist Domestic Violence Service will provide you with information and support without pressuring you or judging your situation. A worker can help you recognise the 'triggers' for violence to occur and assist you with developing a plan to keep you and your children safe.

The Centre Against Domestic Abuse can help you develop a safety plan and talk about your options. If you are worried about the caseworker's possible connection to your family, you can raise your concerns with the service and speak with another worker.



An alternative could be to seek advice and support from your local Aboriginal Community Controlled Organisation.

Many services have an identified Aboriginal or Torres Strait Islander worker that you can ask to speak with.

The following services in the Moreton Bay region have identified Aboriginal and Torres Strait Islander workers:

Centre Against Domestic Abuse (CADA)	07 5498 9533
Mindle Bygul Aboriginal Corporation	07 3293 0232
Institute for Urban Indigenous Health (IUIH)	Caboolture: 5428 5855 Deception Bay: 3049 2299 Margate: 3480 8100 Morayfield: 5429 1000 Strathpine: 3897 0500
Moreton Bay Family and Child Connect	07 5490 8000
Women’s Legal Service Queensland: Caboolture High Risk Domestic Violence Unit	1800 957 957 07 5407 0212

National or state-wide services:

DVConnect Women’s Line	1800 811 811 (24 hrs)
1800 RESPECT	1800 737 732 (24 hrs)
QLD Indigenous Family Violence Service (QIFVLS)	1800 88 77 00
QLD Aboriginal and Torres Strait Islander Legal Service (ATSILS)	1800 012 255

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) WOMEN

In Australia, domestic and family violence is not accepted and is against the law. It is a crime.

You have the right to be treated with dignity, respect, and to feel safe in your home. In Australia, women have the same rights as men, and Australian law treats men and women equally.

You may be fearful of reporting the violence but it is not your fault and you do not have to accept abuse.

There are people and services available to help you and your children.

In addition to the types of domestic violence described on pages 5 – 8, you may also be experiencing the following:

- Threats by your partner or family member to report you to the Department of Immigration to have you and your children deported from Australia
- Threats to harm your family who are living in your home country
- Hiding or destroying immigration paperwork, such as your visa or passport
- Failing to file visa paperwork to legalise your immigration status. Or threatening not to file this paperwork with the Department of Immigration
- Not allowing you to learn English
- Threatening to take the children from you if you leave the relationship
- Refusing to 'agree' to a divorce
- Preventing you from working or being forced to work to send money back to relatives in your home country
- Being treated like a 'servant' and expected to look after all household duties, child-care duties or caring for extended family members

This is all considered abuse, and you do not have to live this way.

You can still report abuse to the Police or speak to services even if you do not speak English well. You have the right to ask for an interpreter to help you share your story.

MULTICULTURAL SUPPORT SERVICES

Immigrant Women’s Support Service (IWSS)	(07) 3846 3490
Translating and Interpreting Service (TIS)	131 450
Refugee and Immigration Legal Service (RAILS)	1300 366 311
Multicultural Development Australia (MDA)	(07) 3337 5400
Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)	(07) 3391 6677

LGBTIQ+ DOMESTIC AND FAMILY VIOLENCE

Domestic and family violence occurs in LGBTIQ+ families.

Research suggests that domestic violence within the LGBTIQ+ community is experienced at the same or higher rates as cisgender heterosexual relationships.

Domestic violence in LGBTIQ+ relationships shares many similarities with cisgender heterosexual relationships, including the types of violence experienced and impact on the victim and children.

There are some unique aspects to LGBTIQ+ domestic and family violence that can include:

- Threats to 'out' your sexuality, gender (identity, history or expression) or intersex status to friends, family or work colleagues as a means to control you
- Threats to tell people about your health status (e.g. HIV status)
- Applying pressure on you to look more 'male' or more 'female'
- Preventing you from attending LGBTIQ+ events and venues
- Withholding or stopping you from accessing or taking medication or treatments (e.g. hormones)
- Making threats that if you leave the relationship that you will stop having access to children where you are not the biological parent. If you have been caring for a child, you may be considered the child's parent or a significant person in their life under the Family Law Act

Many victims find it difficult to speak about their abuse due to the 'close-knit' nature of the LGBTIQ+ community.

Or you may not want to report the abuse to police or another service for fear of experiencing discrimination or lack of understanding from these services.

You may feel even more isolated if you are Aboriginal or Torres Strait Islander and identify as being part of the LGBTIQ+ community.

It is important to know that there are support services available to you to discuss your situation in an open and inclusive environment.

LGBTIQ+ SUPPORT SERVICES

Centre Against Domestic Abuse (CADA)

07 5498 9533

Queensland Police Service – PoliceLink

131 444

The Queensland Police Service has LGBTI Liaison Officers throughout the state. You can call PoliceLink to be provided the contact details of an LGBTI Liaison Officer near you.

Alternatively, the email contact for the North Brisbane District is:
LGBTIProgram.NorthBrisbane@police.qld.gov.au

LGBTI Legal Service

07 3124 7160

Provides free and confidential legal advice.

Q-Life

Free peer to peer phone and internet counselling to promote health and wellbeing

1800 184 527

3pm – Midnight (7 Days)

<https://qlife.org.au/>



ELDER ABUSE

Elder abuse is any act within a relationship of trust which results in harm to an older person. Elder abuse is often committed by close family members – such as adult children. It can also occur in a paid carer relationship or informal care arrangement.

Everyone has the right to experience:

- Independence
- Participation
- Care
- Self-fulfilment
- Dignity

Elder abuse can take many different forms including:

PHYSICAL ABUSE

- Inflicting pain and injury to an older person
- Physical assault
- Use of restraint by physical or chemical methods

PSYCHOLOGICAL/EMOTIONAL ABUSE

- Behaviours that intimidate, frighten and harass
- Behaviours that cause humiliation and powerlessness in the older person. For example, treating the older person like a child or telling them that they have dementia.

SEXUAL ABUSE

- Any unwanted sexual activity.

FINANCIAL ABUSE

- The most common form of elder abuse
- Illegal or improper use of the older person's finances or property
- Stealing money, denying access to money, pressuring the older person for early inheritances or misusing Enduring Power of Attorney responsibilities

NEGLECT

- Failing to provide basic needs, such as food, appropriate housing, hygiene and medical needs
- Social isolation and denial of social activities

Elder abuse is more likely to occur if:

- The carer is stressed
- The older person has an impairment which prevents them from being able to report the abuse – such as by having a cognitive impairment
- The carer and older person are dependent on each other for support – such as financially or physically
- The carer or older person has a drug or alcohol dependency or mental health issue
- The older person is socially isolated and therefore less visible in the community

ELDER ABUSE SERVICES

Elder Abuse Hotline	1300 651 192
Elder Abuse Prevention Unit	1300 651 192
Seniors Legal and Support Service (SLASS)	07 3214 6333
Office of the Public Guardian (OPG)	1300 653 187
Queensland Civil and Administrative Tribunal (QCAT)	1300 753 228

DISABILITY ABUSE

A person with a disability may be at risk of being more vulnerable to experiencing domestic and family violence due to their dependence on others for additional care and support. Women with disabilities are more often victims of violence and are less likely to know how to get help than women without disabilities.

Some examples of specific disability abuse include:

PHYSICAL ABUSE

- Inflicting pain and injury by a caregiver
- Physical assault by a caregiver
- Conducting care such as washing a person in cold water

PSYCHOLOGICAL/VERBAL ABUSE

- Threatening to harm a guide dog
- Threats to have the person institutionalised
- Withholding information from service providers

SEXUAL ABUSE

- Refusing to help a person unless they consent to sex
- Unwanted sexual touch or sexual activity

FINANCIAL ABUSE

- Damaging or threatening to damage belongings such as disability aids
- Taking control of a person's finances

NEGLECT

- Refusal to clean, feed protect or cloth a person
- Refusal to provide medication or medical assistance
- Isolation from family, friends
- Restricting participation in hobbies or social activities.

Many people have not wanted or been able to talk about the abuse due to fear and beliefs:

- A belief that they are being abused because they have a disability
- Not knowing that they have any rights or that there are laws to protect them
- Previous negative experiences with support services
- Isolation, such as the abuser not allowing them to use the phone or leave their home
- Lack of access to information or support, because the abuser chooses to withhold information from them
- Fear that no one will be able to help them
- Fear of being punished by the abuser for reporting the violence
- Fear of being shamed, punished or shunned by her family, friends and community
- Fear of being institutionalised and having to leave home
- Fear of having no one to help if they leave the relationship

DISABILITY ABUSE SERVICES

**Aboriginal and Torres Strait Islander
Disability Network of Queensland**

1800 718 969

**National Disability Abuse and Neglect
Helpline**

1800 880 052

Elder Abuse Prevention Unit

1300 651 192

**Seniors Legal and Support Service
(SLASS)**

07 3214 6333

Office of the Public Guardian (OPG)

1300 653 187

CHOOSING TO LEAVE OR STAY?

If you are in a domestic or family violence relationship, the decision to leave is often an extremely difficult and personal choice to make.

There are many reasons why people choose to stay or remain in a relationship, which might include:

- You may not want the relationship to end – you just want the abuse to stop
- You have been given apologies and promises that ‘things will change’ and you are hoping that this will happen
- You may not want to ‘break-up’ your family. You may not want to leave your home, your children or pets. We all have hopes, dreams and expectations for how we want our marriage or family to be – and this can be hard to let go
- You may be scared to leave the relationship or feel that it is too dangerous to leave. You may feel safer being in the relationship as you can still monitor the situation and behaviours of the person being abusive
- You are not sure where to go or how you would support yourself or your children outside of the relationship
- You may not want anyone to know about the abuse or feel that you may be judged or not believed by your family, friends or community

Feeling confused, conflicted, sad, fearful, relieved, angry or anxious are all normal reactions when considering leaving a relationship.

Many women leave and return a number of times before deciding to leave the relationship permanently.

Leaving is a time where the violence may escalate and you and your children’s safety is at risk.

Leaving does not necessarily mean that the abuse and violence will stop.

There are support services available that can work with you to create a safety plan for yourself and children.

POST SEPARATION VIOLENCE AND POWER

Leaving a relationship can be a difficult time and it is important that you and your children have a safety plan.

The perpetrator may feel that they are **losing power and control** and attempt to get this back by engaging in a number of behaviours designed to make you feel intimidated, coerced, fearful and threatened.

This may include:

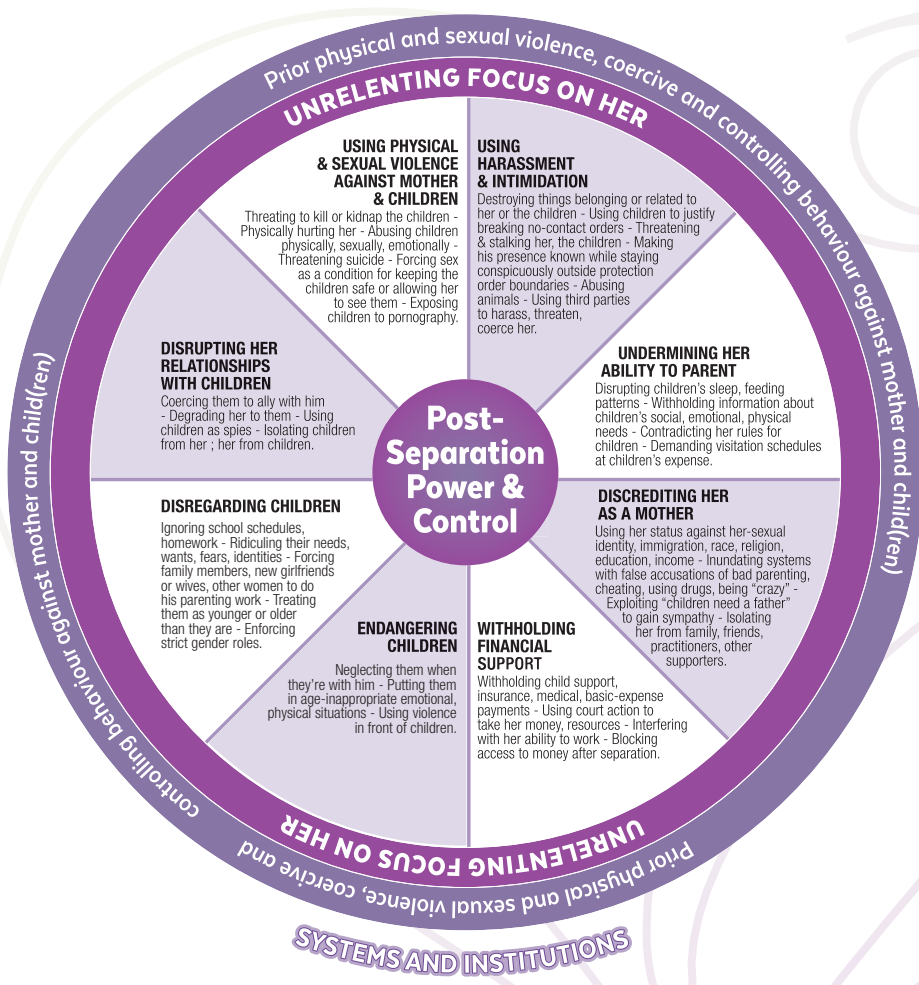
- Threatening to take or withhold the children
- Threatening suicide
- Threatening to harm or kill you and the children
- Stalking behaviour – including monitoring your movements and making excessive phone calls, messages or emails
- Undermining your parenting or ‘bad mouthing’ you to your children, family and friends
- Destroying or withholding your property or assets
- Using systems or agency processes to perpetuate abuse – for example, withholding child support or disputing child support assessments, or protracted family law cases about children’s matters or property settlement

It is important to seek information and build your support network during this time. Don’t go through this alone. There are many people and services out there that can help you.

- Get support from your family and friends
- Talk with a specialist domestic violence service who can work with you to develop a safety plan and consider your options
- Seek legal advice regarding family law and property matters.
- Check with Centrelink and Child Support Agency regarding eligibility for support payments
- Check-in with your GP who can make referrals or provide you with a Mental Health Care Plan to see a psychologist which may be bulk-billed or eligible for Medicare rebate

POST SEPARATION POWER AND CONTROL WHEEL

After separation, a person may continue to use power and control against their ex-partner.



DOMESTIC ABUSE INTERVENTION PROGRAMS
202 East Superior Street
Duluth, Minnesota 55802
218-722-2781
www.theduluthmodel.org

SAFETY PLANNING

A safety plan outlines the things that you can do to keep you and your children safe.

A safety plan is developed to suit your needs and situation. It can be updated as your situation changes. It includes things like how to keep safe at home, work or school. You may want to discuss or provide a copy of your safety plan to trusted friends or family who could provide you support if needed.

Centre Against Domestic Abuse is a specialist domestic violence service that can help you create a safety plan.

WHILE IN THE RELATIONSHIP

Strategies to include in your Safety Plan:

Decide on the best way to safely leave the house if you and your children need to leave quickly.

Keep your keys and purse in a place that is easy to get if you need to leave quickly.

Determine what is the safest room in the house if you cannot exit quickly and go there if you feel that abuse is about to happen.

Keep your phone charged and close to you.

Teach your children how to call 000 and how to state their name and address.

Come up with a code word that you can use with your children, family or friends to signal that you need help and to call 000.

Think about places where you might go or stay in the short-term if you need to leave the house. This might be going for a walk, going to visit a neighbour or staying with a friend or family member.

Let neighbours know of the situation at home and to phone Police if they see / hear a disturbance.

Be mindful of deleting your internet search history or call logs if you are searching for domestic violence information, support services or accommodation.

Put together a bag with everyday items that you use. Keep it in a place that is easy to access. This might be at friend's house or work. Items may include:

- A change of clothes for yourself and children
- Any medications/ scripts
- Money
- Copies of house keys or car keys
- Devices such as mobile phone or laptop
- ID documents such as birth certificates, marriage certificates, drivers licence, citizenship certificates, passports, visa, work permits
- Medicare and Centrelink cards
- Domestic violence orders
- Other paperwork – rental agreements, mortgage and loan agreements, business paperwork, insurance documents, financial statements, bills and account information
- Photos or other sentimental items – possibly stored on a USB or storage device
- Children's items – favourite toy or blankie
- Any evidence of the abuse – medical

YOU HAVE LEFT THE RELATIONSHIP

Strategies to include in your Safety Plan:

The safety of you and your children is still the top priority. Review your safety plan and speak to your children about the plan.

Inform trusted family, friends, work colleagues that you have left the relationship, and keep them aware of your movements by 'checking in'.

Let neighbours know of the situation at home and to phone Police if they see / hear an ex-partner or disturbance.

Consider getting a Domestic Violence Order (DVO). If Police attend your home following a report of domestic violence they may serve the respondent a Police Protection Notice and make a domestic violence application. Or you can seek free legal assistance to make a private application. The Centre Against Domestic Abuse (CADA) or other community agencies may assist you to prepare a DVO application.

Check your mobile phone and smart devices to ensure that GPS or location settings cannot be tracked by the abuser. You may consider getting a new phone with a private number.

Check your smartphone/ computer for any 'spyware' applications or 'keylogging' software which could be used to monitor you. Signs that your phone could be compromised are if the phone gets hot, loses battery charge quickly, or if the home screen lights up for no reason.

Consider changing the locks in your home or installing a security system which might include lights and cameras.

Change your routine and the places that you would normally attend to reduce the possibility of being tracked by your abuser.

Change your passwords to your email, social media accounts, bank accounts or other online accounts. Open new bank accounts if needed.

Remove the abuser from any accounts or policies that you have decided to keep but which have been previously joint access (e.g. insurance policies, phone bills, MyGov). This is to ensure that the abuser can't access your new contact information.

Inform the school or daycare of the separation and provide a copy of the DVO or any family court orders/ parenting plans. Update contacts of people who are authorised to collect the children from care, and let staff know.

Consider doing child changeovers in a public place – such as childcare centre, police station, or an area that has security staff/ surveillance cameras.

Avoid speaking to the abuser alone if you are required to remain in contact (e.g. to discuss the issue related to the children). Try to do this in a public space or communicate over email.

Avoid posting on social media as this may reveal your location or movements.

Park close to your workplace and consider asking to be escorted to and from your car by a work colleague.

Google yourself to see if any private information about you can be found online.

Consider obtaining a private PO Box that you can provide to agencies to receive mail instead of providing your home address.

Keep a diary or record of any ongoing abuse. Report any DVO breaches to the Police.

REFUGE (SAFE HOUSES)

If you would like to leave a relationship but feel that there is nowhere that you and your children can go, an option is going to a refuge or safe house.

A refuge is a safe and secure place that women and children can go to escape domestic and family violence.

To access placement at a refuge call DV Connect Womensline 1800 811 811.

You will speak with a DVConnect worker who will ask you about your situation and discuss the process and availability of accessing refuge accommodation.

The location and address of refuges are kept private and confidential. This is to protect the safety and wellbeing of the women and children using the refuge.

Refuges are located across Queensland and you may be placed in a refuge outside of your community. Again, this is due to demand and availability of refuge spaces.

The refuge will be staffed with workers who can provide emotional support, information, advocacy and referral services on your behalf. They will work with you regarding your options after your refuge stay.

Length of stay at a refuge is dependent on individual circumstances. Some women and their families will stay for a couple of days, and some may need to stay longer.

Refuge accommodation can vary. Some refuges have self-contained unit accommodation, and others may provide a private room but shared living spaces, such as kitchen and lounge room, with the other women and children in refuge.

Refuges typically cannot accommodate pets, but a limited number can do this. An option is to speak to the DVConnect worker about 'Pets in Crisis' which is a service that can place pets in alternative care while you are in the refuge.

LEGAL PROTECTION - DOMESTIC VIOLENCE ORDER

The **Domestic and Family Violence Protection Act 2012 “The Act”** is the legislation used in Queensland to protect people experiencing domestic and family violence.

The Act aims to protect victims of domestic and family violence while attempting to hold people who commit domestic violence accountable for their actions.

This can be done through the Magistrate’s Court to issue a domestic violence order (DVO) to the abuser.

The Act also gives power to Queensland Police officers to respond to domestic violence incidents and immediately issue a police protection notice to the abuser.

The victim of abuse is known as the **‘Aggrieved’** on a domestic violence order.

The perpetrator of abuse is known as the **‘Respondent’** on a domestic violence order.

A **relative** and/or **associate** to the aggrieved is referred to as a **‘Named Person’** on a domestic violence order. For instance, you can apply to have your children listed as a named person on a domestic violence order if you feel they need protection.

The Police can make an application for a domestic violence order on your behalf, or you can make a private application through the Magistrate’s Court.

There are two types of protection orders:

- A Temporary Protection Order can be issued until your application is decided by the Court.
- A Final Protection Order can be issued once the Magistrate has considered the information and evidence provided. An order is typically issued for a 5 year period unless the Court decides that a shorter or longer enforcement period is more appropriate.

The standard condition made on all domestic violence orders is:

The Respondent must be of good behaviour and not commit domestic violence against the Aggrieved or any other person named on the order.

Extra conditions can be added to the domestic violence order which can include: limiting communication with you (or named persons) via phone, email or social media, preventing the respondent from approaching you (or named persons), or seeking the

respondent to leave the same household that you live in (this is known as an Ouster Order).

A domestic violence order is a civil legal matter. This means that it is not a criminal matter. However matters that involve non-fatal strangulation or breaches of the domestic violence order are considered criminal offences.

A breach of a domestic violence order occurs when the respondent fails to follow the conditions set out in the order.

It is important to keep evidence and report all breaches to the Police for investigation. A breach can result in the respondent being charged and given a fine or length of imprisonment by the Court.

Any domestic violence order that was issued after the 25th November 2017, is automatically recognised and enforceable in all states and territories in Australia.

You can apply to the Court to consider a variation of the domestic violence order. Common variations include:

- Adding or removing conditions
- Adding or removing named people
- Extending or reducing the enforcement period of the DVO

Any existing family law orders are taken into consideration by the Court so it is important to provide a copy of these when making a DVO application. The Magistrate may consider changing the family law order if it conflicts with the conditions on the domestic violence order, or if the family law order places yourself and the children at risk of harm.

It is important to seek legal advice about your DVO application so that you can make informed choices and understand the legal process.

The Centre Against Domestic Abuse (CADA) can provide court assistance to aggrieved and respondent parties to understand the court process and access appropriate referral information. CADA has domestic violence court support workers at Caboolture, Redcliffe, Pine Rivers and Sandgate Magistrate's Court. Workers can also help you complete your DVO application. Courts often have a free duty lawyer service that you can speak with on the day regarding your court hearing.

If you are feeling unsafe, you can discuss your concerns with court staff, security staff or the DV court support worker. Courts often have a safe room that you can access so that you are not in the same waiting room as the respondent.

Domestic Violence Court is a closed Court. This means that members of the public cannot sit in on the court process.

You cannot bring your children to Court, so it is important to arrange for alternative care on the day you attend your matter.

You can still apply for a domestic violence order even if you are still in a relationship. A domestic violence order is one measure that you can take to keep yourself and your children safe. It is still important to have a safety plan and regularly review it.

LEGAL SERVICES

Aboriginal and Torres Strait Islander Legal Service	(07) 3205 1253
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Legal Aid Queensland	1300 65 11 88
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LGBTI Legal Service	(07) 3124 7160
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Pine Rivers Community Legal Service	3881 3500
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Seniors Legal and Support Service (SLASS)	07 3214 6333
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Refugee and Immigration Legal Service (RAILS)	1300 366 311
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QLD Indigenous Family Violence Legal Service (QIFVLS)	1800 887 700 or help@qifvls.com.au
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QLD Aboriginal and Torres Strait Islander Legal Service (ATSILS)	1800 012 255
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Women's Legal Service	1800 957 957
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CHILD SAFETY

If you are worried about your children's safety or your child being exposed to domestic and family violence you can make contact with Child Safety Services via the Regional Intake Service. They will be able to assess the concerns you raise around a child or young person by considering the risk of harm to the children. They will also be able to provide services to children and young people who are at risk of experiencing harm. The Department of Child Safety will consider if parents are unable to or unwilling to protect their children from harm and will also provide support to the family.

**Department of Child Safety - North
Coast Regional Intake Service**

1300 703 921



WHERE TO GO FOR HELP

1800RESPECT	1800 737 732
Aboriginal and Torres Strait Islander Legal Service	(07) 3205 1253
Bribe Island Neighbourhood Centre	(07) 3408 8440
Caboolture Neighbourhood Centre	(07) 5495 3818
Centre Against Domestic Abuse (CADA) (Caboolture)	(07) 5498 9533
Centrelink – Department of Human Services: Families	136150
Centacare Family Relationship Centre (Chermside)	07 3251 5000
Churches of Christ – Intensive Family Support Service (Caboolture)	(07) 5490 6450
Department of Child Safety, Youth and Women North Coast Regional Intake Service	1300 703 921
DV Connect (Women's line)	1800 811 811
Elder Abuse Prevention Unit	1300 651 192
Encircle Lawnton Neighbourhood Centre	(07) 3889 0063
Encircle Redcliffe Neighbourhood Centre	(07) 3284 3081
Family and Child Connect (FaCC)	13 32 64
Family Relationship Advice Line	1800 050 321
Immigrant Women's Support Service (IWSS)	(07) 3846 3490
Institute for Urban Indigenous Health (IUIH) Caboolture	(07) 5428 5855

Institute for Urban Indigenous Health (IUIH) Strathpine	(07) 3897 0500
Institute for Urban Indigenous Health (IUIH) Morayfield	(07) 5429 1000
Institute for Urban Indigenous Health (IUIH) Deception Bay	(07) 3884 1999
Institute for Urban Indigenous Health (IUIH) Margate	(07) 3480 8100
Legal Aid Queensland	1300 65 11 88
LGBTI Legal Service	(07) 3124 7160
Mission Australia – Intensive Family Support Service Deception Bay & Pine Rivers	(07) 3385 8600
Pine Rivers Community Legal Service	3881 3500
Police Link (non-urgent) 131 444	131 444
Relationship's Australia (Strathpine)	1300 364 277
Refugee and Immigration Legal Service (RAILS)	3846 9300
Q-Life counselling and referrals	1800 184 527
Queensland State-wide Sexual Assault Helpline	1800 010 120
QLD Indigenous Family Violence Legal Service (QIFVLS)	1800 887 700 or help@qifvls.com.au
QLD Aboriginal and Torres Strait Islander Legal Service (ATSILS)	1800 012 255
Women's Legal Service	1800 957 957
Victim's Assist Queensland	1300 546 587

Contact details listed above are accurate as of January 2019.

**In an emergency contact Emergency Services
(Police, Fire, Ambulance) on Triple Zero (000).**

REFERENCES

Bryant, W. & Bricknall, S (2017). Homicide in Australia 2012-2014: National Homicide Monitoring Program report. Canberra: Australia Institute of Criminology.

Not Now Not Ever: Putting an end to Domestic Violence in Queensland.
<https://www.csyw.qld.gov.au/violence-prevention/domestic-family-violence-reform>

Queensland Government: What is Elder Abuse. <https://www.qld.gov.au/seniors/safetyprotection/discrimination-abuse/elder-abuse/what-elder-abuse>

Types of Domestic Violence. <https://www.cada.org.au/types-of-abuse>

The Purple Book: Domestic Violence Prevention Centre Gold Coast.



MANIFESTO OF THE BRAVE AND BROKENHEARTED

Manifesto Of The Brave And Brokenhearted

There is no greater threat to the critics
and cynics and fearmongers
Than those of us who are willing to fall
Because we have learned how to rise.

With skinned knees and bruised hearts;
We choose owning our stories of struggle,
Over hiding, over hustling, over pretending.

When we deny our stories, they define us.
When we run from struggle, we are never free.
So we turn toward truth and look it in the eye.

We will not be characters in our stories.
Not villains, not victims, not even heroes.
We are the authors of our lives.

We write our own daring endings.
We craft love from heartbreak,
Compassion from shame,
Grace from disappointment,
Courage from failure.
Showing up is our power.
Story is our way home. Truth is our song.
We are the brave and brokenhearted.

We are rising strong.

Brené Brown

https://brenebrown.com/wp-content/uploads/2013/09/RS_Manifesto



This booklet is a project developed by Domestic Violence System Coordination (DVSC), Moreton Bay coordinating an integrated response to Domestic and Family Violence.

Contact **07 5490 8000** Email **DVSC@mercycommunity.org.au**

