

# Increasing your safety

Information for people who  
experience abuse and/or violence  
in relationships



If English isn't your first language and you need help because of domestic and family violence please call the Translating and Interpreting Service on **13 14 50** and ask them to transfer you to DVConnect on **1800 811 811** for help. If your life is in danger, call the Police on Triple Zero (000).

**Amharic**

በቤተሰብ ሁከት ሳቢያ እርዳታ ከፈለጉ አባዘም ለትርጉምና ለስተርጓሚ አገልግሎት በስልክ **13 14 50** ይደውሉና እርዳታ ለማግኘት ወደ የቤተሰብ ሁከት ማገናኛ/DVConnect በስልክ **1800 811 811** እንዲያስተላልፉዎት መጠየቅ ነው። ለሀይወትዎ የሚያስጋ ከሆነ በ **000** ለፖሊስ መደወል ነው።

**Arabic**

تدعيت لاصتلا بحري، يلزمنا فعلا بيسب دعاسمائل تجانب تلك اذا كليصوت بلطر **50 14 13** مقرلا بلع فيفضلا فتريربحخلا مبحرمتلا تاك اذاو، دعاسمائل **811 811 1800** مقرلا بلع DVConnect ج مقرلا بلع فطرشالاب لصتا رخطلل فضررع، كتايح **000**.

**Bosnian**

Ako vam je potrebna pomoć u vezi nasilja u porodici, molimo nazovite Službu za prevodjenje i tumačenje na **13 14 50** i zatražite da vas spoje sa DVConnect na **1800 811 811** za pomoć. Ako vam je život u opasnosti, nazovite policiju na **000**.

**Croatian**

Ako vam je potrebna pomoć zbog nasilja u obitelji, molimo vas nazovite Službu za prevodjenje i tumačenje (TIS) na tel. **13 14 50** i zatražite da vas spoje s DVConnect na broj **1800 811 811**. Ako vam je život u opasnosti, nazovite policiju na broj **000**.

**Hindi**

यदि घरेलू दलित्सा के फलस्वरुप आपको सियता की आवश्यकता ितो तो कृ पया अनूय ाि एव्ं िम्भाषिया सेवा (Translating and Interpreting Service) को **13 14 50** पर फोन करें और उनसे षन्वोिन करें षक सियता के षलर व्बे आपको **1800 811 811** पर ट्ांस्फर करें। यदि आपका ज्यीवन खतरे में ितो, तो पुषलस को **000** पर फोन करें।

**Japanese**

ドメスティックバイオレンスで援助を必要とする場合は、電話 **13 14 50** の翻訳・通訳サービスにお電話の上、援助を受けするために、電話**1800811811**のDVConnectにつなぐよう依頼して下さい。生命の危険がある場合は、電話 **000** で警察に電話をして下さい。

**Kirundi**

Niwaba ukwene imfashanyo kubera ihohoterwa ryo muhira, urasabwe guhamagara Ishirahamwe riraba ivy'Ubusumuzi ku numero **13 14 50**, usabe ko baguhamagarira umushinga witwa DVConnect ku numero **1800 811 811** kugira bagufashe. Ubonye amagara yawe ari mu mazi abira, ca uhamagara Polisi ku numero **000**.

**Russian**

Если вам нужна помощь в связи с насилием в семье, позвоните в Службу письменных и устных переводов (Translating and Interpreting Service) по номеру **13 14 50** и попросите, чтобы вас соединили со Службой DVConnect по номеру **1800 811 811**, и вам будет предоставлена помощь. Если вашей жизни угрожает опасность, позвоните в полицию по номеру **000**.

**Samoaan**

Afai e te manaomia se fesoasoani ona o faasauaga i aiga faamolemole valaau i le Auaunaga o Faaliliuupu ma Faamatalaupu i le **13 14 50** ma fesili i a latou e tu'u oe i le DVConnect i le **1800 811 811** (Fesoootaiga i Faasauaga i Aiga) mo se fesoasoani. Afai ua lamatia lou ola, valaau Leoleo i le **000**.

**Simplified Chinese**

如果你因家庭暴力而需要帮助，请致电笔译和口译服务(电话：**13 14 50**)。请他们为你转接DVConnect电话**1800 811 811**求助。如果你面临生命危险，请拨打电话**000**报警。

**Serbian**

Уколико требате помоћ због насиља у породици, молимо вас назовите преводилачку службу на број **13 14 50** и затражите да

вас споје са ДиВиКонект на **1800 811 811** да вам помогну. Ако вам је живот у опасности, назовите полицију на број **000**.

**Spanish**

Si necesita ayuda debido a violencia doméstica, sírvase llamar al Servicio de traducción e interpretación (Translating and Interpreting Service) al **13 14 50** y solicíteles que le transfieran la llamada a DVConnect al número **1800 811 811** para obtener ayuda. Si su vida está en peligro, llame a la policía (Police) al **000**.

**Swahili**

Kama unahitaji usaidizi kwa sababu ya vurugu nyumbani tafadhali pigia Huduma ya Utafsiri na Ukalimani kwenye nambari ya simu **13 14 50** na uliza wakuelekeze kwa DVConnect kwenye nambari **1800 811 811** kwa usaidizi. Kama maisha yako yako hatarini, pigia Polisi simu kwenye **000**.

**Tagalog**

Kung kailangan mo ng tulong dahil sa karahasan sa tahanan, pakitawagan ang Serbisyo ng Tagasalinwika sa **13 14 50** at hilingin sa kanilang ilipat ang tawag mo sa DVConnect sa **1800 811 811** para matulungan. Kung nanganganib ang iyong buhay, tawagan ang Pulisya sa **000**.

**Thai**

หากท่านต้องการความช่วยเหลือเนื่องมาจากการใช้กำลังรุนแรงในครอบครัว โปรดโทรศัพท์ไปที่บริการแปลและล่าม **13 14 50** แล้วขอให้เขาต่อสายไปที่ DVConnect **1800 811 811** เพื่อขอความช่วยเหลือ หากชีวิตของท่านตกอยู่ในอันตราย โปรดโทรศัพท์ถึงตำรวจ **000**

**Tigrynia**

ብምክንያት ዘቢሓዊ ሞያ ሓገዝ እንተደለኹም በጃቲም ብቐጽሪ ስልክ **13 14 50** ናብ ትርጉምና አስተርጓሚ ግልጋሎት (Translating and Interpreting Service) ብምድዋል ናብ ዘቢሓዊ ሞያ/DVConnect ብቐጽሪ ስልክ **1800 811 811** አራኸቡኑ ኢልኩም ንገርዎም። ይደውኩም ናብ ሓዲጋ እንተልዩ ድማ ናብ **000** ብምድዋል ፖሊስ ጻው።

**Vietnamese**

Nếu quý vị cần trợ giúp vì bị bạo hành trong gia đình, vui lòng gọi Dịch vụ Thông Phiên dịch theo số **13 14 50** và xin chuyển máy đến DVConnect theo số **1800 811 811** để được trợ giúp. Nếu quý vị bị nguy hiểm đến tính mạng, gọi Cảnh sát theo số **000**.

## About this booklet

Domestic and family violence affects many Queenslanders, their families and communities. If you or someone you know is experiencing domestic and family violence, help is available.

This booklet provides information about:

- what domestic and family violence is
- how to increase your safety when you are experiencing abuse and violence in a relationship
- support services that can help you (see the back of this booklet for contact details).

For further information please visit **[www.qld.gov.au/domesticviolence](http://www.qld.gov.au/domesticviolence)**

To order additional copies of this booklet email

**[Violence\\_Prevention\\_Team@qld.gov.au](mailto:Violence_Prevention_Team@qld.gov.au)**

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## What is domestic and family violence?

Domestic and family violence happens when one person in a relationship uses violence or abuse to gain and maintain control over the other person. Domestic and family violence is usually an ongoing pattern of behaviour that causes the victim of the abuse and violence to feel afraid and unsafe.

Some people use violence and controlling behaviour to maintain power in their relationships with those they are meant to care about. Abuse isn't always physical — it can be emotional, verbal, sexual, financial or any other controlling behaviours that make the person being abused to feel afraid and unsafe.

**Remember: If anyone's life is in danger, especially yours or your children, call the police on Triple Zero (000) or ask someone else to contact them for you.**

If you're deaf or have a speech or hearing impairment contact the Text Emergency Call Service on 106 by using a teletypewriter (TTY).

**While anyone can experience domestic and family violence, abuse is most often perpetrated by men against women. Domestic and family violence can and does occur in same-sex relationships as well as heterosexual relationships.**

The following behaviours are examples of domestic and family violence:

- **physical abuse** such as pushing, slapping, hitting, punching, biting, pinching or putting their hands around your throat
- **threatening** to hurt you, your relatives, friends, pets or work colleagues, or harm themselves in some way
- **controlling** who you see, when you see them and where you live
- **throwing items** at or near you
- **damaging property** such as furniture or the house or pets in order to frighten and intimidate you
- **forcing** you to have sex, to take part in sexual acts or make you watch pornography
- **controlling** your access to contraception, or coercing you to end a wanted pregnancy or to continue an unwanted pregnancy
- **depriving** you of the necessities of life such as food, shelter, medical care and the company of other people such as your family and friends

- **demanding** that you hand over your money, such as Centrelink payments or wages, or refusing access to joint money
- **demanding** to approve the clothes you wear before you go out and getting angry when you wear items they don't approve of
- **threatening** to stop providing care for you (this often happens to people with an illness, disability or impairment who rely on another person to care for them)
- **constantly** criticising, humiliating or insulting you
- **following** you in public, by car or on foot, staying outside your house or workplace or repeatedly telephoning home or workplace without consent (this is a criminal offence called stalking)
- **doing** things which upset you and make you feel unsafe.

**If these things are happening to you, it's likely you're experiencing domestic and family violence and you should seek help as soon as possible.**

Under the law in Queensland (*Domestic and Family Violence Protection Act 2012*), relationships where domestic and family violence occur include:

- intimate personal relationships
- family relationships
- informal care relationships.

### **Intimate personal relationship**

An intimate personal relationship can include:

- **spousal relationships:** a former spouse, a de facto partner, or people who are separated or divorced who have a child together
- **engagement relationships:** people who are, or were engaged to be married including a betrothal under cultural or religious tradition
- **couple relationships:** this relationship exists if two people have had a relationship as a couple, even if the person are the same gender.

## What domestic and family violence can look like in an intimate personal relationship

*“Pat and I had been together for about three months before the violence and abuse began. In the beginning Pat would criticise the way I dressed, how I wore my hair, and even how I spoke. I didn’t recognise this as abuse. I thought Pat was just trying to help me. However things gradually got worse. Pat was calling my family and friends nasty names and starting fights when we were in their presence. He also did things to make it hard for me to see them such as refusing to give me a lift to attend any family functions.” Kelly, 26*

### Family relationship

Two people who are related by either blood or marriage, including a spouse, a child, a parent, a sibling, a grandparent, an aunt or uncle, a cousin, a step-relative, half-relatives and in-laws. For some cultural groups, such as Aboriginal and Torres Strait Islander peoples, a wider group of people may be legally recognised as family members.

### Informal care relationship

Informal care relationships exist where one person is dependent on another person for help with essential daily tasks such as dressing or grooming, meal preparation, grocery shopping or arranging medical care. This doesn’t include help provided by a paid person but where the care is provided without payment.

## What domestic and family violence can look like in an informal care relationship

*“My friend Sam would come around a couple of times a week to help me with my housework and sometimes do my shopping. I’ve been unwell for the past six months and found it hard to cope. At first Sam’s help was great, however, Sam started to demand that I hand over money, yelled at me and had, on one occasion, pushed me over. My brother John, spoke to a worker who told him that I could apply for a protection order. John helped me with the forms and going to court. I got a protection order and Sam can’t come around anymore and hurt me.”*

**Ric, 26**

When you experience domestic or family violence you can feel very confused and ashamed, and sometimes blame yourself. The person who is being abusive or violent towards you is responsible for their own behaviour. There is nothing you can do to stop the behaviour. They must take action to get help to learn how to stop behaving in a controlling and dangerous way. Though you can’t change their behaviour, you can contact one of the organisations listed in the back of this booklet to get support for you and your family.

In any relationship you have the right to:

- express your opinions and have them respected (even if your partner does not agree with you)
- take the relationship at your own pace
- have your feelings about any sexual activities respected and accepted
- have your physical and emotional needs treated as equally important to those of your partner
- live free from abuse and fear
- participate in decision-making about finances, living situation, children’s health and wellbeing.



## Don't wait to seek help

It's difficult to know what to do when you're experiencing domestic and family violence but help is available. You don't have to live in fear. Everyone has the right to feel safe.

You might think the situation will get better and the abuse or violence will stop, but it's more likely that things will get worse. Domestic and family violence rarely stops by itself. The person who is being abusive and violent towards you might seem honest when they promise it will never happen again. Unfortunately people who use abuse or violence find it very difficult to change without professional help or advice.

## Children and domestic violence

Children are affected by domestic and family violence even if they haven't witnessed the abuse or violence. Living in a tense or frightening environment and 'walking on eggshells' around the abusive person can have a long lasting impact. Children and young people might show signs that the abuse is affecting them, or they may keep their feelings inside.

As a result of being exposed to domestic and family violence, children and young people might:

- copy the violent and abusive behaviour
- try to intervene to stop the abuse and become injured as a result
- witnessing a violent or abuse incident might trigger a flight, fight or freeze response
- blame themselves for the violence
- be frustrated, angry and depressed
- wet or soil the bed
- be nervous and withdrawn
- suffer from illnesses such as unexplained headaches, stomach aches and stuttering, which may be caused by the psychological trauma
- run away from home
- attempt self harm or suicide
- abuse alcohol or other drugs
- have difficulties with study or school
- have difficulties in their social relationships with peers.

## How domestic and family violence can impact on children

*“I realised that there was a problem when I was asked by Yoshan’s teacher at school if everything was okay at home.*

*The teacher was concerned as Yoshan had not been listening in class and was aggressive towards her and the other students. I didn’t think Yoshan had seen or heard the way his grandfather, who lives with us, was treating me.*

*I didn’t think he was affected by his grandfather’s abusive behaviour.”* **Gina, 29**

The abuse or violence children see, hear or feel can influence the way they treat people that they love or care about.

Children may learn that:

- the only way to negotiate conflict is through abuse or violence
- using abuse or violence is an appropriate way to solve problems
- it’s okay to use abuse or violence to get what you want, especially towards girls and women.

Children and young people also need help and support. You can call the domestic and family violence support services in your area listed at the back of this booklet to access counselling and support for children who are, or have been, affected by domestic and family violence.

Alternatively, you can visit [www.qld.gov.au/domesticviolence](http://www.qld.gov.au/domesticviolence) for more information. More online support options are listed at the back of this booklet.

Family and Child Connect can also provide advice on a range of family and parenting issues, you can call **Family and Child Connect on 13-FAMILY (13 32 64)**.

If your children are at risk from abuse or violence and you would like to get immediate advice, you can call **Child Safety After Hours Service Centre on (07) 3235 9999** or freecall **1800 177 135, 24 hours a day** (Queensland only).

## Your safety is the priority

Thinking about what you want to happen can be an important step – safety can look different for different people. You may find that your situation changes over time. Having the opportunity to talk to a trusted friend, family member or even domestic and family violence service provider could assist you to consider your options and plan for the future. You will be in a much better position to think about your options and think and plan for your future once you're safe from abuse and violence. Taking action doesn't have to mean the end of the relationship with the person who is hurting you if that isn't what you want.

Remember, if you are feeling afraid or unsafe in your relationship, you can seek confidential advice from the DVConnect Womensline service on **1800 811 811** 24 hours, seven days a week. The DVConnect Mensline service can also be contacted on **1800 600 636** from 9am to midnight, seven days a week. If you are in immediate danger contact police on **Triple Zero (000)** to seek assistance right away.

### Safety Plan

One of the most important things you can do to increase your safety is to have a safety plan ready for when you feel unsafe or at risk of being hurt. The following safety plan is an example of what you can do to prepare if you are in danger and need to leave quickly.

## Example Safety Plan

1. Decide who you will call if you feel threatened or in danger. This will probably be the police but could also be a neighbour, relative or friend.
2. Decide where you'll go if you need a safe place. You may need to leave the house in a hurry if you think you may be hurt. Once there, you can telephone DVConnect. This organisation can arrange safe accommodation for you and your children.
3. If you have children, develop a safety plan for them in case you're unable to get away, for example their safe place could be a neighbour's house or someone else who lives close by.
4. Decide what arrangements you might need for your pets if they're at risk of being harmed. DVConnect may also be able to help with your pet.
5. If possible, save money for a taxi, bus or train fare for emergency transportation to a safe place.
6. Keep extra keys to your house and car in a safe place.
7. Make a list of emergency phone numbers.
8. Keep some clothing, medications, important papers, keys and some money with someone you can trust.
9. Practice travelling to the location that you've chosen as your safe place, and do the same with your children if possible.
10. Get a new device (smart phone; computer) if you suspect your current device(s) are being monitored, and that the abusive person may have access to your information.
  - You can buy a pay-as-you-go phone and passcode protect it.
  - Don't link the new device to your old accounts like iCloud or Google in case your abuser might still be able to access them.

**Be careful what you post on social media and consider turning off location services on your phone's privacy settings.**

For more information about online safety please visit [www.wesnet.org.au](http://www.wesnet.org.au)

## Helpful services

A range of legal and community agencies in Queensland offer services that provide information, referral, counselling and support for people affected by domestic and family violence. You can also search online for services located in your region.

**Remember: If anyone's life is in danger, especially you or your children, call the police on Triple Zero (000) or ask someone else to contact them for you.**

If you're deaf or have a speech or hearing impairment contact the Text Emergency Call Service on 106 by using a teletypewriter (TTY).

### Domestic and Family Violence Support Services

Domestic violence services provide support, counselling, referral and information to people affected by domestic and family violence.

Brisbane.....	(07) 3217 2544
Bundaberg.....	(07) 4153 6820
Cairns.....	(07) 4033 6100
Caboolture.....	(07) 5498 9533
Emerald.....	1300 523 985
Fraser Coast.....	(07) 4194 0172
Gladstone.....	(07) 4979 1456
Gold Coast.....	(07) 5532 9000
Gympie.....	(07) 5413 8088
Mackay.....	(07) 4957 3888
Mount Isa.....	(07) 4749 1901
Ipswich.....	(07) 3816 3000
Roma.....	1300 477 433
Redlands.....	(07) 3050 3060
Rockhampton.....	(07) 4926 9726
Logan City.....	(07) 3050 3060
Toowoomba.....	(07) 4642 1354
Sunshine Coast.....	(07) 5430 9300
Townsville.....	(07) 4721 2888

**DVConnect Womensline** 1800 811 811  
(24 hours a day, 7 days a week)

Womensline provides crisis counselling, referral and assistance to access refuge accommodation for women experiencing domestic and family violence. For more information visit [www.dvconnect.org](http://www.dvconnect.org)

**DVConnect Mensline** ..... 1800 600 636  
(9am to midnight, 7 days a week)

Mensline provides counselling, information and referral to men affected by domestic and family violence. For more information visit [www.dvconnect.org/mensline](http://www.dvconnect.org/mensline)

### Online Support Services

[www.qld.gov.au/domesticviolence](http://www.qld.gov.au/domesticviolence)  
[www.wesnet.org.au](http://www.wesnet.org.au)

## Legal Services

### Adult Guardian

Brisbane.....(07) 3234 0870  
Regional.....1300 653 187  
(assists adults who are unable to make decisions for themselves due to illness, injury or disability)

**Caxton Legal Centre** .....(07) 3214 6333

**Legal Aid Queensland** .....1300 651 188

### Violence Prevention and Women’s

**Advocacy Legal Service** (07) 3917 0597

**Public Trustee**.....(07) 3564 2878  
.....1300 651 591

### Residential Tenancies Authority

.....1300 366 311

### Qld Statewide Tenant Advice and Referral Service

.....1300 744 263  
(9am–5pm Monday–Friday, with extended hours to 7pm Tuesdays and Wednesdays)

### Women’s Legal Service

Brisbane.....(07) 3392 0670  
Statewide.....1800 957 957

## Other Community Support Services

### 1800 RESPECT

National.....1800 737 732  
National sexual assault, domestic family violence counselling service

### Statewide Sexual Assault Helpline

.....1800 010 120  
(7.30am to 11.30pm 7 days a week)

### Immigrant Women’s Support Service

**(IWSS)** Brisbane.....(07) 3846 3490  
IWSS provides culturally appropriate support, information and referral for women and children of non-English speaking backgrounds, who are experiencing domestic violence.

### National Disability Insurance Scheme (NDIS)

Toll free Hotline.....1800 800 110  
Disability Information Service.....1800 177 120  
TTY toll free.....1800 010 222

### Elder Abuse Prevention Unit Helpline

.....1300 651 192  
(Monday to Friday, 9am to 5pm)

### Seniors Enquiry Line

.....1300 135 500  
(Monday to Friday, 9am to 5pm)  
TTY users phone 133 677 then ask for 1300 135 500

### Family and Child Connect

.....13 32 64

### Child Safety After Hours

1800 177 135  
(24 hours, for concerns about children)

### Kids Helpline

.....1800 55 1800

### Lifeline

.....13 11 14  
24 hour Crisis Counselling Line

## National Relay Service

If you are deaf, or have a hearing impairment or speech impairment, contact the National Relay Service:  
TTY users phone TTY/voice calls  
.....133 677

Speak and Listen users phone  
.....1300 555 727

SMS relay service text.....0423 677 767

## Translator Interpreter Service National

If you require an interpreter, TIS National can provide an interpreter immediately over the phone. Call 131 450.



## Further information

For more information about domestic and family violence prevention see:

- ***Legislation explained: The Domestic and Family Violence Protection Act 2012.***  
*This booklet explains what the Act means and how it can help you.*

To order additional copies of this booklet email  
**[Violence\\_Prevention\\_Team@qld.gov.au](mailto:Violence_Prevention_Team@qld.gov.au)**

For further information about domestic and family violence, please visit [www.qld.gov.au/domesticviolence](http://www.qld.gov.au/domesticviolence) or call  
**13 QGOV (13 74 68)**