



Support someone

experiencing domestic
and family violence



Queensland
Government

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 እባክዎ 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

تمدخبا لاصتلا بجري، بلزنملا فعلا بيسب دعاسملا تاجاب تنك اذا كيصوت بلطو **15 14 13** مقرلا بلع تيفيشلاو تيريرحتلا تمجرتلا تنك اذاو .دعاسملا **811 811 1800** مقرلا بلع DVConnect ب
مقرلا بلع تطرشلاب لصتا برطخلل تضررع 000 كتايح .

Bosnian

Ako vam je potrebna pomoć u vezi nasilja u porodici, molimo nazovite Službu za prevođenje 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 prevođenje 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 दविंसा के फलस्वरूप आपको सियाता की आवश्यकता िो तो कृ पया अनयु ाि एवं िभाषयिया सेवा (Translating and Interpreting Service) को **13 14 50** पर फोन करें और उनसे षन्वेििन करें षक सियाता के षलर व्वे आपको **1800 811 811** पर ट् ांसफर करें। यदि आपका जीव्न खतरे में िो, 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 ukeneye imfashanyo kubera ihohoterwa ryo muhira, urasabwe guhamagara Ishirahamwe

riraba ivy'Ubusemuzi 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**.

Samoan

Afai e te manaomia se fesoasoani ona o faasauaga i aiga faamolemole valaau i le Auaunaga o Faaliliupu ma Faamatalaupu i le **13 14 50** ma fesili i a latou e tu'u oe i le DVConnect i le **1800 811 811** (Fesootaiga 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 necesitas 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

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

Tigrynia

ብምክንያት ዘቤታዊ ዓመጺ ሓገዝ እንተደሊኹም በጃኹም ብኛጽሪ ስልኪ **13 14 50** ናብ ትርጉምን አስተርጓሚ ግልጋሎት (Translating and Interpreting Service) ብምድዋል ናብ ዘቤታዊ ዓመጺ/DVConnect ብኛጽሪ ስልኪ **1800 811 811** ኣራኹብኒ ኢልኩም ንገርፎም። ህይወትኩም ኣብ ሓደጋ እንተ'ልዩ ድማ ናብ **000** ብምድዋል ፖሊስ ጸውዑ።

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**.

Support someone experiencing domestic and family violence

What is domestic and family violence?

Domestic and family violence is when one person in a relationship uses violence or abuse to control 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.

Abuse isn't always physical — it can be emotional, verbal, sexual, financial or involve other controlling behaviours or threats that cause the person being abused to live in fear.

Almost every week, a woman dies from domestic and family violence. This can happen even if there is no previous history of physical violence in the relationship. All forms of violence and controlling or obsessive behaviours in relationships should be taken seriously.

How can I support someone experiencing domestic and family violence?

Do you suspect a friend or family member is being abused and you aren't sure what to do? Do you know someone who is being abused and want to help? Has a friend, family member or someone else confided in you about abuse or violence in their relationship?

You can help and your response is very important. You could even save someone's life.

If you know someone experiencing domestic and family violence, your help will be most effective when you:

- focus on their safety and their children's safety
- ensure they are alone and that it's safe for them to speak with you
- listen carefully to what they have to say
- don't blame them
- let them know the violence is not their fault
- respect their right to make their own decisions
- don't make negative or critical comments about the abusive person
- maintain regular contact with them
- encourage them to get specialist help and tell them about services available.

You can call your local domestic and family violence support service who provide support, counselling, referral and information to not only victims of domestic and family violence but also to concerned family members and friends. A list of these support services can be found at the back of this booklet.

Who can be a victim of domestic and family violence?

Domestic and family violence affects people of all ages, cultures, religions and sexual preferences. While men can be victims, the vast majority of victims are women. Most domestic and family violence happens in relationships where people are, or have been, married, living together or dating.

Domestic and family violence can also occur between family members. Older people or people with a disability may also experience abuse from an unpaid carer such as a family member, friend or neighbour.

For many victims, the violence or abuse may continue or get worse even after they have ended the relationship. Often the victim may be in even greater danger after they have ended or left the relationship.

There are signs that suggest someone is experiencing domestic and family violence.

They may:

- seem afraid of their partner or always very anxious to please them
- stop seeing you, other friends or family and become isolated
- become anxious or depressed, unusually quiet or less confident
- have a partner who is controlling, obsessive or jealous
- have a partner who has threatened to harm them, their children or pets
- have a partner who continually phones or texts to check on them
- have a partner who is depressed or suicidal
- have physical injuries (bruises, sprains or cuts on the body) and may give unlikely explanations for these injuries
- finish phone calls when their partner comes into the room
- be reluctant to leave their children with their partner
- suspect that they are being stalked or followed
- say their partner or carer gives them no access to money, makes them justify every cent that is spent or makes them hand over their money
- be denied adequate care if they are an older person or a person with a disability and the person caring for them is abusive.

Signs of high risk

Domestic and family violence is always serious, but there are situations where the risk of severe injury or even death is increased.

The victim may be in greater danger if:

- the couple have separated or are about to separate
- the victim starts a new relationship or their ex-partner thinks they have
- there is abusive behaviour within the broader family
- the abusive person threatens to hurt or kill the other person, their children or pets
- there is stalking or surveillance type behaviour by the abusive person
- the abusive person is very jealous or obsessed with the victim
- there are issues with child custody or access to children
- the person being abused is pregnant
- the abusive person has tried to strangle the other person
- the abusive person has a history of physical violence
- the abusive person has access to guns or other weapons
- the abusive person is depressed, suicidal, self-harming or has a history of mental illness.

Remember, if you are concerned about someone's immediate safety, call the police on Triple Zero (000).

Your help can make a difference

The way you respond to someone experiencing domestic and family violence can make a crucial difference in their life. If your response supports and encourages them to talk about the situation, they may feel stronger and more able to explore their options and make decisions.

Abuse does not have to include physical violence to be wrong and dangerous. You don't need to be certain that abuse is happening. Trust your instincts. Don't wait for the situation to get worse or for someone else to help.

Don't be surprised if your friend or family member denies there's a problem, doesn't want your support or becomes defensive. They may be afraid to tell you what is going on, be scared of worrying you, or they may not think what is happening to them is domestic violence.

When approaching someone experiencing domestic or family violence, it's helpful if:

- you make sure they're alone and it's safe for them to speak to you
- you approach them in a sensitive, respectful and caring way, for example, by saying:
“I'm worried about you. I've noticed you've been unhappy lately”
- you respect their decision not to talk about the domestic violence. They might be afraid or ashamed, or not be ready to admit to being abused. It can take time for them to feel comfortable and safe to talk about their situation. It's not unusual for victims to think they have caused the abuse or to down play it.

Here are some examples of what you might say to someone experiencing domestic or family violence:

“I don’t think it’s okay for anyone to treat you like that”

“I’m worried about you – is everything okay?”

“I believe everyone deserves to be treated with respect, especially by those who say they love us and care for us”

“I’ll be here for you whenever you want to talk”.

How you can help

Listen closely to what they have to say

This is one of the most important things you can do. Remember, they’re confiding in you and may have kept this issue a secret from others.

Let them know the domestic and family violence is not their fault

Be clear with them that they have a right to a life free from fear and abuse. No one deserves to be abused. You could say:

“The way you are being treated is wrong –it’s abuse” or

“People feel angry but everyone has a choice in how they respond to the situation. Anger is not an excuse for domestic violence”.

Respect the victim’s right to make their own decisions

When the person being abused is ready to talk, it’s important to listen without judgement and take the issue seriously.

You need to respect their right to make their own decisions. Even if you don't agree, it's more important to begin by helping them find ways to become stronger and safer.

Focus on how they're feeling and how they're coping with the domestic and family violence

Victims of violence often feel ashamed, confused, angry, hopeful that the abusive person could change or worried about not being believed. It's important to validate and normalise these feelings, by acknowledging how they feel, and suggesting that they are not wrong for having a lot of conflicting feelings about what is happening. For example, you could let them know that

“It's normal to feel that way”

or you could ask:

“How have you been managing?”

Focus on their safety

Let them know you are worried about their safety (and their children's safety) by saying things like *“I'm really afraid for your safety”* or *“Are you worried that things might be getting worse?”*

Be open and show you believe what they're telling you

Victims are more likely to minimise the abuse rather than exaggerate. They're also likely to make excuses for their abuser. Many perpetrators of abusive behaviour can appear caring and charming, but this doesn't mean that's how they behave behind closed doors. They may only be abusive towards their partner or family members, and not to other people in their daily lives.

Some people who experience domestic and family violence don't see themselves as victims of abuse. They might feel it's somehow their fault or they can't see a way out of the situation. If there's no physical violence, they may not consider themselves to be at risk of serious harm.

Let them know that domestic and family violence is not just physical violence

Any behaviour in a relationship that causes someone to live in fear is domestic and family violence. Financial control, damaging property, verbal abuse, constant criticism, threats, jealousy and obsessive and controlling behaviours all cause psychological and emotional harm and can have serious consequences. It isn't safe to wait until the abuse gets physical before seeking help.

Let them know support services are available

Legal help and support services are available. Domestic violence services can help people consider their options and find ways to keep them safe.

DVConnect provides state-wide telephone information and advice for people affected by domestic and family violence. Counsellors are available to help people explore their options, whether they're the victim, abuser or other concerned person.

This confidential 24-hour service for women can be reached toll free on 1800 811 811 and the service for men can be reached on 1800 600 636 from 9am to midnight every day.

There's a list of other helpful services along with their contact details listed at the end of this brochure.

Call the police or encourage them to call if you suspect they are in immediate danger.

Talk to them about how they can keep themselves and their children safe. Always recommend that they call the police on Triple Zero (000) if they believe their lives, or their children's lives are in immediate danger.

For people who are deaf or have a speech or hearing impairment they can contact the Text Emergency Call Service on 106 by using a teletypewriter (TTY) (not SMS).

Police intervention in cases of domestic and family violence

Police have the power to issue a police protection notice if they're concerned about a person's safety. This gives immediate protection to someone affected by domestic violence until the matter can be heard by the court.

Let them know there is legal help available

The law can help prevent further abuse or violence from occurring. Victims can use the *Domestic and Family Violence Protection Act 2012* to apply to a Magistrates Court for a Domestic Violence Order.

What to avoid when talking to someone about domestic and family violence

When talking to a person who is experiencing domestic and family violence, you don't want them to feel judged or criticised, or too afraid or ashamed to talk about the abuse. To ensure they feel safe confiding in you, there are some things to avoid.

Don't blame your friend or family member for the domestic and family violence

It's likely your friend or family member may blame themselves for the abuse and think it's their fault. It's important to reassure them that no one deserves to be abused no matter what they've done. It isn't supportive to suggest they must have done something to cause the abuse.

For example, **don't ask:**

“What did you do to make him treat you like that?” or “Maybe if you didn't nag/provoke him, things would be better?”

The responsibility for the abuse rests with the person who uses violence or controlling behaviour — it's a choice they make.

Don't make excuses — avoid blaming alcohol, other drugs or mental health issues for causing the domestic and family violence

Alcohol, other drugs and mental health issues don't cause domestic and family violence — the need for power and control does. Many people who use alcohol or drugs aren't abusive to their partners or family.

Avoid telling your friend or family member what to do

When you care about someone and want them to be safe, it's natural to want to tell them what to do or what you would do if you were in their situation.

Instead, support them by providing information about domestic and family violence and help them explore their options so they can make their own choices. This will help them regain their self-confidence and will be more effective than telling them what they should do.

Avoid talking to the abuser about their behaviour

Confronting the abuser about their behaviour may place you and your friend or family member in danger or increase their level of risk.

Avoid making negative comments about the abusive person

If your friend or family member is being abused it's understandable for you to feel anger, disgust and hatred towards their abuser. But if you make any negative comments about the abusive person, your friend or family member may want to defend them and make excuses for their behaviour, especially if it's their partner. It's more helpful to focus your discussion on supporting the person who is being abused.

My friend won't leave the relationship, what can I do?

It's upsetting to know someone you care about is experiencing domestic and family violence. It's natural to wonder why they don't leave the relationship and how they can say they still love their abuser.

Ending any relationship is difficult. Ending a relationship where there is domestic and family violence can be extremely frightening. Sometimes it takes many years and several attempts before a person is able to leave an abusive relationship. Some people may never leave.

There are many reasons why it's hard for a victim of domestic and family violence to break free from the relationship:

- the abuser may have threatened to harm or kill them, their children, their family, pets and even themselves if they leave
- they hope the abuser will change or that they can help them to change
- they think the abuse is their fault and that if they change, the domestic and family violence will stop
- a sense of commitment to the relationship or the belief that marriage is forever
- they believe their children need to live with both parents and may downplay the impact of living with domestic and family violence on themselves and their children
- pressure from family, friends, colleagues or their community to stay with the abusive person
- they worry about where they'll live and how they'll manage financially, especially if the abusive person has threatened to withdraw financial support
- they don't speak English well
- they don't understand domestic and family violence laws
- if the abusive person is their carer, they may be afraid that no one else will be available to care for them
- they don't feel they can cope with living by themselves, especially if their self-esteem has been damaged by the abuse.

Looking after yourself

Supporting someone who is experiencing domestic and family violence can be emotionally challenging. If you are supporting someone, you should:

- get support for yourself — talk to a counsellor at DVConnect (1800 811 811 for women or 1800 600 636 for men) or other domestic violence services, a trusted friend, Elder or family member (but be careful not to break confidentiality or place the person being abused at further risk)
- be clear with yourself and your friend or family member about how much and what type of support you can give
- remember that your support, whether you realise it or not, is valuable.

Some helpful services

Being familiar with local domestic and family violence services will help you provide greater support to your relative or friend.

Remember: don't let anyone's life be placed in danger. In an emergency, call the police on Triple Zero (000) or ask someone else to contact them for you.

For help and further information, call the state-wide DVConnect Domestic and Family Violence helpline.

DVConnect Womensline..... 1800 811 811
24 hours, seven days a week
(Womensline assists women to obtain
safe refuge accommodation, confidential
crisis counselling and referral to other services)
www.dvconnect.org

DVConnect Mensline..... 1800 600 636
9am–midnight, seven days a week
(Mensline provides confidential counselling,
information and referral to men affected by
domestic and family violence both as victims
and perpetrators)
www.dvconnect.org/mensline

Legal Aid Queensland..... 1300 651 188
Violence Prevention and Women’s
Advocacy Legal Service.....(07) 3917 0597

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

Women’s Legal Service

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

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, seven days)

Immigrant Women’s Support Service (IWSS)

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

Translating and Interpreting Service (TIS)

..... 13 14 50

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
Ipswich.....	(07) 3816 3000
Logan City.....	(07) 3050 3060
Mackay.....	(07) 4957 3888
Mount Isa.....	(07) 4749 1901
Redlands.....	(07) 3050 3060
Rockhampton.....	(07) 4926 9726
Roma.....	1300 477 433
Sunshine Coast.....	(07) 5430 9300
Toowoomba.....	(07) 4642 1354
Townsville.....	(07) 4721 2888

Adult Guardian

(assists adults who are unable to make decisions for themselves due to illness, injury or disability)

Brisbane.....	(07) 3234 0870
or Regional.....	1300 653 187

National Relay Service

If you are deaf, or have a hearing impairment or speech impairment, contact the National Relay Service on:

TTY users phone TTY/voice calls	133 677
Speak and Listen users phone...	1300 555 727
SMS Relay Service	0423 677 767

Kids Helpline..... 1800 55 1800
(for young people up to age 25)

Child Safety after hours (24 hours)
..... 1800 177 135
(for concerns about children)

Elder Abuse Prevention Unit Helpline
..... 1300 651 192
(Monday to Friday, 9am to 5pm)

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

Lifeline..... 13 11 14
(24-hour crisis counselling line)

Residential Tenancy 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)

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



Further information

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

**National Disability Insurance Scheme (NDIS)
Toll free Hotline 1800 800 110**

To order additional copies of this brochure, email Violence_Prevention_Team@qld.gov.au

Information in this publication is sourced from material provided by Family and Community Services, NSW.

Disclaimer: The content of this brochure is offered as a guide only and does not contain all the information on the subject.