



Support someone

who is experiencing
family violence



Queensland
Government

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How can I support someone who is experiencing family violence?

Domestic and family violence harms our people, families and communities

You may know someone who has been affected by family violence. They could be a friend, family member, neighbour, someone you work with, or another member of your community.

This brochure explains what family violence is and how you can support someone who is experiencing violence or abuse.

Your support is important. You can help save someone's life.

As a *community*, we can work together to stop family violence.

What is family violence?

This is when a person uses abuse or violence to feel in control of others. This can make the person being abused feel unsafe and live in fear.

Family violence can happen once, but it usually happens often.

It can happen in all types of relationships, and may continue after someone has left the relationship.

What are some examples of family violence?

It can be doing, or threatening to do, any of the following things to their partner or family member:

- physical abuse, such as punching, slapping or pushing
- controlling what they spend their money on
- verbal abuse, such as angry yelling or constantly saying negative things to them
- controlling who they talk to or spend time with
- other forms of control, such as jealousy, accusing them of being unfaithful, or pressuring them for sex.

What are some signs that might show that someone is experiencing family violence?

They may:

- become anxious or depressed, quieter than usual, or lose confidence
- have a partner who continually phones or texts to check on them when they are not at home
- seem afraid of their partner or always trying very hard to keep them happy
- be worried about leaving their children with their partner.

What can I do to support someone?

Your help can make a difference. You can help by:

- Listening to what they have to say. Find a place to talk to them when they are alone and it is safe to talk.
- Being open and showing you believe what they tell you. Let them know the violence is not their fault.
- Letting them know:
 - you are there for them (if this is safe for you to do)
 - there is legal help available to address family violence
 - there are confidential services to support and provide information (there are some helpful services listed later in this brochure).

Remember not to blame them for causing the family violence, or place the person being abused at further risk.

Be careful if you talk to the person responsible for the abuse about their behavior. This may place you and your friend or family member in danger.

Looking after yourself

Supporting someone who is experiencing family violence can be difficult.

You could get some support for yourself by talking to a worker at DVConnect (see the contact details below). You can also talk to other service providers, a trusted friend, family member or Elder.

Remember that your support, whether you realise it or not, is important.

What are some services that can help?

Knowing where to get help will assist you to provide greater support to your family member 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.

DVConnect Womensline.....1800 811 811
(24 hours, seven days a week)
Counselling, information, support and crisis accommodation support.

DVConnect Mensline.....1800 600 636
(9am–midnight, seven days a week)
Mensline provides private counselling, information and referral to men affected by domestic and family violence.

Kids helpline Freecall.....1800 551 800
For young people up to the age of 25 years.

Child Safety.....1800 811 810 or 1800 177 135
(after hours only)

Statewide Sexual Assault Helpline
Freecall.....1800 010 120
(7.30am to 11.30pm, seven days a week)

Elder Abuse Prevention Helpline...1300 651 192
(Monday to Friday 9.00am to 5.00pm)

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 on:

TTY users phone TTY/voice calls.....133 677
Speak and Listen users phone.....1300 555 727
SMS relay service text.....0423 677 767

Aboriginal and Torres Strait Islander family violence support services

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

Mura Kosker (Thursday Island) ...	07 4069 1663
Wondin-dee (South Burnett)	07 4169 5940
Cooktown District Community Centre	07 4069 6098
Helem Yumba.....	07 4931 8600
Murri Sisters.....	07 3841 0133
Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women	07 3290 4254
Cooktown District Community Centre Ltd	07 4082 1400
Cunnamulla Aboriginal Corporation for Health	07 4655 8800
Mura Kosker Sorority.....	07 4069 1663
NPA Family and Community Services Aboriginal and Torres Strait Islander Corporation	07 4212 2000
Palm Island Community Company Limited	07 4721 2277
Porpur Paanthu Aboriginal Corporation	07 4060 4260
Save The Children Australia	07 3199 0500
Weipa Community Care Association	07 4069 9272
Gallang Place: Indigenous counselling service	07 3899 5041

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



For further information, please visit
www.qld.gov.au/domesticviolence

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

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