

Stopping abuse and violence

*Information for people who use abusive
and violent behaviour in relationships*



Translation and interpretation

If you need help because of domestic 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 **000** (triple zero).

Amharic

በቤተሰብ ውስጥ ሰብዶ ለርዳታ ከረፈጉ እባክዎ ለተርጉምና ለስተርጓሚ አገልግሎት በስልክ **13 14 50** ይደውሉና ለርዳታ ለማግኘት ወደ የቤተሰብ ውስጥ ማግኘት/DVConnect በስልክ **1800 811 811** እንዲያስተላልፉዎት መጠየቅ ነው። ለሀይወትዎ የሚያሰጋ ከሆነ በ **000** ለፖሊስ መደወል ነው።

Arabic

إذا كنت بحاجة للمساعدة بسبب العنف المنزلي، يُرجى الاتصال بخدمة الترجمة التحريرية والتفسيرية على الرقم **13 14 50** وطلب توصيلك بـ DVConnect على الرقم **1800 811 811** للمساعدة. وإذا كانت حياتك معرضة للخطر، اتصل بالشرطة على الرقم **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 sa DVConnect na broj **1800 811 811**. Ako vam je život u opasnosti, nazovite policiju na broj **000**.

Hindi

यदि घरेलू हिंसा के फलस्वरूप आपको सहायता की आवश्यकता हो तो कृपया अग्रवाद एवं दूभाषिया सेवा (Translating and Interpreting Service) को **13 14 50** पर फोन करें और उनसे त्रिवेदन करें कि सहायता के लिए वे आपको **1800 811 811** पर ट्रांसफर करें। यदि आपका जीवन खतरे में हो, तो पुलिस 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 **1800 811 811** 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 necesita ayuda debido a violencia doméstica, sírvase llamar al Servicio de traducción e interpretación (Translating and Interpreting Service) al **13 14 50** y solicítele 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 โปรดโทรศัพท์ไปที่บริการแปลและคำม **13 14 50** แล้วขอให้เขาต่อสายไปที่ DVConnect **1800 811 811** เพื่อขอความช่วยเหลือ หากชีวิตของท่านตกอยู่ในอันตราย โปรดโทรศัพท์ถึงตำรวจ **000**

Tigrinya

ጎም ትንጋዖት ከቤታዊ ግጭት ሓገዝ እንተደሊኹም በጃኹም ብቅድሩ ስልክ **13 14 50** ናብ ትርጉምን ለስተርጓሚዎ ግልጋሎት (Translating and Interpreting Service) ብምድዋል ናብ ከቤታዊ ግጭት/DVConnect ብቅድሩ ስልክ **1800 811 811** ለራኹትኩ እገልግሎት ግጥም። ህይወትኩም ላብ ሓደጋ እንተ'ልዎ 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**.

About this booklet

Domestic and family violence affects many Queenslanders, their families and communities. It's important to know that help is available for people affected by domestic and family violence.

The Department of Communities, Child Safety and Disability Services provides and funds a range of initiatives to support people affected by domestic and family violence, including prevention and early intervention programs, court support, specialist counselling for adults and children, intervention programs for men who perpetrate abuse, and a state-wide telephone helpline.

The phone numbers for domestic and family violence services are included in the back of this booklet.

The purpose of this booklet is to:

- provide you with information about domestic and family violence
- help you make an informed decision to seek help to stop using abusive and violent behaviour, and
- provide you with information about support services.

For further information about domestic and family violence, please visit **www.qld.gov.au/domesticviolence**

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

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Stopping abuse and violence

If you are concerned about your behaviour, or that of someone you know, you can get help. This booklet provides information to people who use abusive or controlling behaviour in their domestic relationships.

Under the *Domestic and Family Violence Protection Act 2012*, relevant relationships include:

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

These types of relationships are explained in more detail on pages 8 and 9.

These behaviours are examples of domestic and family violence.

- Do you often call the other person names and criticise them?
- Have you used violence, sexual abuse or control to get what you want from the other person?
- Do you take charge of the other person's finances, and threaten them if they don't give you their money?
- Have you ever threatened to hit the other person or thrown things at them?
- Have you ever damaged the other person's property?
- Do you follow or call the other person, constantly watch them or wait outside their work or home?
- Do you restrict where the person may go or who they see?
- Do you often accuse your partner of being unfaithful to you without sound basis?

What is domestic and family violence?

Domestic and family violence is any act of abusive and violent behaviour directed towards a person you are in a domestic relationship with.

Domestic and family violence occurs when a person uses abusive and violent behaviour to maintain control of, or a position of power over, another person.

Often the person experiencing the abuse and violence feels afraid and unsafe.

While all people can experience domestic and family violence, abuse of this nature is, in the majority of cases, perpetrated by men against women. Domestic and family violence occurs in heterosexual relationships and in same-sex relationships.

If you use abuse and violence in your relationship(s), or are concerned that you do, then you may be using a variety of tactics to maintain control over the other person (in the relationship), for example:

- **physical abuse** such as pushing, shoving, slapping, hitting, punching, biting or pinching
- **threatening** to hurt the other person, their relatives, friends, work colleagues or pets, or threatening to harm yourself
- **damaging property** such as furniture, personal belongings or the house in order to frighten and intimidate the other person
- **forcing** the other person to have sex or to take part in sexual acts when they do not want to (this is a criminal offence even if you are in a relationship with the other person) — forcing a person to watch pornographic material is also abusive
- **depriving** the other person of the necessities of life such as food, shelter, medical care and the company of other people such as their family and friends
- **demanding** the other person hand over their money, such as their Centrelink payment or wages, or refusing to allow them to have access to joint money
- **threatening** to stop providing care for them — this sometimes happens to people with an illness, disability or impairment who rely on another person (e.g. an informal carer) to care for them
- **constantly criticising**, humiliating and insulting the other person
- **following** the other person in public, by car or on foot, staying outside their house or workplace or repeatedly telephoning their home or workplace without consent (this is called stalking and is a criminal offence).

While there may be a range of things that you and the other person disagree about, it is important that these differences are resolved in a way that does not involve violence and abuse. It is important that your behaviour does not cause the other person to feel afraid and unsafe.

Scenario 1

“I guess I’ve always teased my partner Sarah about being fat or stupid and called her insulting names. I used to threaten to slap her if she didn’t do what I asked and because I once gave her a black eye, it usually worked. When I realised I actually liked the feeling of being in control when she was afraid of me, that’s when I knew I needed to do something.

Kelly, 29

If you are emotionally and/or physically abusing your partner, you are a perpetrator of domestic and family violence and should seek help to stop the abusive behaviour.

Using abusive behaviour is dangerous and never ‘OK’

You may use the following reasons as an excuse for your abusive behaviour:

- blaming others
- alcohol
- think you can’t control your anger
- stress at work
- your past or the way you were brought up.

While it may seem easier to do this, it doesn’t fix things. It’s much more effective to focus on what actions YOU can take and what decisions you make now to stop being abusive in your relationship.

No one should have to put up with abuse and violence. You do not have the right to assault, harass or control someone just because you:

- are in a domestic relationship with them
- have done it in the past with no consequence for you personally
- have not been told by someone else to stop.

Domestic and family violence is not confined to any particular social or ethnic group or geographic area.

Domestic and family violence is destructive to all those affected including yourself and the person you are being abusive or violent towards. It is also destructive for any children who see, hear, are aware of, or experience your abusive or violent behaviour.

Help is available

You are not the only person who has a problem with using abusive and violent behaviour. You are not alone. Help is available. It's important that you look for help as soon as you can. Many people who find help say: 'I wish I'd done this long ago'. It takes guts to reach out and make that first call.

Domestic and family violence rarely stops by itself. You may be quite sincere when you promise it will never happen again.

Most people who use violent and abusive behaviour find that they cannot keep these promises without support and assistance from professionals.

Admitting that you have used abusive behaviour is the first step toward doing something about it.

Only YOU can end the violence. Only YOU can control your behaviour. Only YOU can make the right choices and take responsibility for your actions.

What are the consequences?

Using abuse and violence is a choice and there are likely consequences that may include:

- the breakdown of your relationships
- people you care for, including your children, living in fear of you
- facing court on a domestic violence order application
- criminal charges
- serious injury or death to yourself, your partner or children
- loss of contact with your children.

The effects of domestic and family violence on children

Research shows that children who are involved in domestic and family violence are affected in many ways. They don't need to be physically hurt or even see the violence to be affected. Just hearing the abuse, experiencing the tension or seeing the people they love being upset or hurt, can have an impact on children. Children react in a variety of ways. They may show signs that the abuse and violence affects them or they may keep these signs and their feelings to themselves.

Some of the ways children of different ages may react include:

- copying the violent and abusive behaviour
- trying to intervene to stop the abuse, which is how some children become injured during incidents of domestic and family violence
- being stunned into a terrified silence
- blaming themselves for the violence
- being frustrated, angry and depressed
- wetting the bed
- being nervous and withdrawn
- displaying psychosomatic illnesses such as unexplained headaches, stomach aches and stuttering
- running away from home
- attempting suicide
- abusing alcohol and other substances
- having difficulties with study or school.

Your behaviour is also teaching children inappropriate messages about relationships and the way to treat people they care for. Is that what you want?

Scenario 2

“I realised that there was a problem when I was asked by Jacob’s teacher if everything was okay at home. The teacher was concerned as Jacob had not been listening in class and she had noticed that Jacob was very aggressive towards her and the other students. It made me wonder just how much my behaviour towards Jacob’s mother was impacting on him and on our father and son relationship.”

Marc, 34

You can stop using abusive behaviour. It’s your call. Phone Mensline on 1800 600 636 between 9 am and 12 midnight seven days a week for assistance and support.

Domestic violence and the law

Queensland’s *Domestic and Family Violence Protection Act 2012* protects people in a range of relevant relationships from experiencing further abuse and violence.

What are relevant relationships under the *Domestic and Family Violence Protection Act 2012*?

The Act defines the following as relevant relationships:

Intimate personal relationship — includes couples, people who are engaged, in a de facto relationship or who are married. They include people who are separated or divorced, who have a child together, and those who are living together or have previously lived together as a couple. People who are or were engaged to be married including a betrothal under cultural or religious tradition are also covered. It can include people who haven’t lived together in some circumstance, including people under the age of 18.

Family relationship — exists between 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.

The Child Protection Act 1999 sets out the relevant law for the protection of children within the families.

For some cultural groups, such as Aboriginal and Torres Strait Islander peoples, a wider group of people may be considered as family and may be recognised under the Act.

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 does not include help provided by a paid person but where the care is provided without payment.

Abusive and violent people use acts of domestic and family violence to maintain power over you. These acts of abuse or violence often make you feel fearful and unsafe.

A perpetrator of domestic and family violence may start using abusive and violent behaviour at any age.

Scenario 3

“I’ve been going out with Giang for four months now and everything is pretty good, except for when she flirts with the older guys in Year 11. She reckons she doesn’t say anything to encourage them but I’ve seen the way they look at her. I’ve told her heaps of times not to speak to other guys. I get really jealous and just snap, calling her names and yelling all the time. I have even shoved her against the wall a couple of times. I know she is scared of me, I can see it in her eyes.”

Ash, 16

Scenario 4

“I moved back home two years ago to look after my dad when mum died. Dad is 70 years old and it’s a lot of work to look after him. I always have to get things for him and looking after him stops me from having a social life. I get the most angry about money. To buy a few things for myself, I sometimes make him give me his pension payment on pay days. I know that he needs the money to pay for food and electricity and rent but I get so frustrated. I usually tell him I’ll bash him if he doesn’t give it to me. I don’t mean it, I’d never hurt Dad, I just yell and scream at him.”

Ric, 42

Threatening someone is abusive. Intimidating someone by damaging property is abusive. There is no excuse for domestic and family violence.

Police can, by law, get involved in domestic and family violence issues.

The *Domestic and Family Violence Protection Act 2012* gives police the power to enter and search a house or any other premises where they suspect an incident of domestic and family violence is occurring or has occurred.

They can take away any weapon that has been used, or threatened to be used, to injure a person or pet. They can stay as long as is necessary for them to be sure that people on the premises are safe.

If the police are called to a domestic violence incident because of your behaviour they can lay criminal charges if it is clear that you have assaulted someone, damaged property or committed other offences.

The police have the power to issue a police protection notice which gives immediate protection to someone affected by domestic and family violence.

What is a police protection notice?

When police are called to an incident of domestic and family violence, they can immediately issue a police protection notice against you. A police protection notice is a short-term domestic violence order that requires you to be of good behaviour and not commit domestic violence towards the victim. It is for a short period of time until the matter can be heard by a Magistrate which in most cases will be within five business days

Domestic violence orders can be taken out against you

What is a domestic violence order?

To keep people safe from future abuse and violence, a court can issue a domestic violence order against an abusive person to stop their violent behaviour. The court takes domestic violence orders very seriously. Breaching or disobeying a domestic violence order is a criminal offence.

A relationship does not have to end for a domestic violence order to be granted. The order is to prevent future abuse and violence, not to break up families and/or relationships. However, some people may choose to end the relationship.

What is meant by the terms 'aggrieved' and 'respondent'?

If a domestic violence order is taken out against you, there are two legal terms that you will probably hear in court and see on court documents. These are 'aggrieved' and 'respondent'.

The 'aggrieved' is the person who is being abused and needs a domestic violence order to protect them from future abuse.

The 'respondent' is the person who uses abusive or violent behaviour and who the order is taken out against. Sometimes more than one person may commit an act of domestic violence against the aggrieved.

Who can apply for a domestic violence order?

A number of people can apply for a domestic violence order, including:

- the person experiencing the domestic and family violence (the aggrieved)
- someone else, for example a solicitor or social worker, can apply on behalf of the aggrieved with the aggrieved person's consent
- a police officer attending a call out due to an incident of domestic and family violence. The consent of the aggrieved is not required for a police application
- someone acting under another Act for the aggrieved, for example, a guardian for a personal matter, or an administrator for a financial matter under the *Guardianship and Administration Act 2000*
- the Adult Guardian can apply if they believe that the aggrieved needs legal protection but does not have the capacity to apply for a protection order
- someone who is appointed as the attorney of the aggrieved under the *Powers of Attorney Act 1998* and who makes the application under the enduring power of attorney.

What does the domestic violence order say?

Domestic violence orders (sometimes called protection orders) have the following two standard conditions:

1. the respondent (the person who uses abuse or violence) must be of good behaviour towards the aggrieved (the person who needs the order to protect them) and not commit domestic violence
2. if a named person is specified in the order the respondent must be of good behaviour towards the named person and not commit an act of associated domestic violence against the person.

The Magistrate can also specify other conditions including that you don't go to or near the home or workplace of the aggrieved or that you are not to harass or intimidate the relatives, friends, work colleagues, neighbours or other associates of the aggrieved.

Under the *Weapons Act 1990*, if a domestic violence order is made against you then you will not be able to possess a weapon or weapons license for the duration of the order.

Domestic violence orders can last for up to two years. In some circumstances the order can be granted for longer.

You should ensure you fully understand the meaning and potential consequences of having a domestic violence order made against you as you must ensure you obey its conditions. You may wish to seek legal advice in relation to this.

If you have a domestic violence order that states you can't have contact with the aggrieved but you and that person want to have contact, you will need to apply to the court for a variation or change to the order to ensure you do not breach the order. If your order states you can't have contact and you make contact of any kind, you may have breached the order and you may have committed a criminal offence.

You should ensure you fully understand the meaning of an order, its conditions and potential consequences for yourself. You may wish to seek legal advice to do this.

What will happen in court?

Once a domestic violence order application has been made to the court, a date to appear before the court will be set.

On this day you may appear in court alone, with a solicitor, or arrange for a solicitor to appear on your behalf. The Magistrate will ask you if you agree to the order being made.

If you and the aggrieved agree to the conditions of the order, the court can make an order containing the terms you have agreed to and you will be given a copy of the order.

The court is usually closed to the public unless the court decides to open the proceedings to specific persons. The aggrieved may also have legal representation and is also entitled to a support person during the court proceedings such as a case worker, friend or relative.

If the domestic violence application was made by the police, a police prosecutor will represent the aggrieved in court.

What will happen if you don't attend court?

If you don't attend court, the court will either make a domestic violence order in your absence or postpone the matter and possibly make a temporary protection order until the new court date. You may also be summoned (called upon) to appear in court if the Magistrate wishes to speak to you.

What if you don't agree with the domestic violence order?

If you don't agree with the domestic violence order, the proposed conditions of the order, or you have not had an opportunity to seek legal advice, you may wish to ask for the matter to be postponed to another date.

The Magistrate may then set a date for the matter to be heard in the future and may make a temporary domestic violence order. This is valid until the court makes a decision about granting a final protection order.

At the hearing the Magistrate will read the application which describes the abusive behaviour the aggrieved says occurred and hear evidence about this behaviour. The Magistrate will then make a decision about whether or not a domestic violence order will be made.

The decision to grant a domestic violence order is a civil matter not a criminal matter. The Magistrate's decision is made on 'the balance of probabilities' or whether it is more likely than not that the abusive behaviour described in the application happened and that it will happen again.

If you cannot afford a private solicitor, Legal Aid Queensland may be able to help. There are also a number of community legal centres that provide free legal advice.

When a domestic violence order is made, do you have a criminal record?

A domestic violence order does not give you a criminal record unless you breach the conditions of the order. If you don't breach the order, then the court will take no further action against you.

What if you disagree with the domestic violence order once it has been made?

You can appeal the decision of the court regarding the domestic violence order, but you must do this within 28 days.

What happens if you do not follow, or breach the conditions of a domestic violence order?

If you are the respondent to a domestic violence order, it is very important that you follow/obey the conditions of the order.

It is a criminal offence to breach a domestic violence order under the *Domestic and Family Violence Protection Act 2012*. If you break the conditions of the order, the police can charge you with a criminal offence and have the power to arrest you.

There are penalties for being convicted of breaching a domestic violence order. A person who breaches an order two times in a five year period will be given a sentence of imprisonment of up to a maximum of three years.

To change or end a domestic violence order

A domestic violence order may be changed by the court upon application by you, the aggrieved, a person authorised by the aggrieved, a police officer, or a person acting under another Act. An order can be ended by changing its duration so that it no longer applies. You can obtain a form to apply to change the order from the court registry.

When you lodge the form, you will be given a date to appear in court and tell the Magistrate how you feel about any changes being made to the domestic violence order. A Magistrate will decide whether it is appropriate to change the order, based on the safety of the aggrieved.

What else can you do that might be helpful?

A number of agencies in Queensland run programs for people who want to stop using abusive and violent behaviours in their relationships. Many people have benefited by attending these programs, developing skills and having the opportunity to talk over their problems with others in similar situations.

If you use abusive or violent behaviours it's important for you to seek help. The person you are in the relationship with may feel that they or the children involved need help too. It is important that you encourage the other person and children to seek help as well. This brochure contains phone numbers of services that can assist people who are being abused.

Remember the safety of others must be your highest priority. There are many agencies that can help you with information and counselling. You can find helpful phone numbers at the back of this booklet.

Scenario 5

"I guess I've always had a bit of a temper with Anna and the kids. One day I realised that if I didn't change my behaviour I was going to lose them. I had to stop my aggro behaviour and that meant getting some help. It took time, but I eventually showed Anna, our children and myself that I could do things differently. It's one of the most important things I've ever done in my life."

Steve, 27

Domestic and family violence is about power and control. Please seek help to stop your abusive behaviour and to change the way you behave in your relationships.

Helpful services

A range of legal and community agencies in Queensland offer services that provide information, referral, counselling and support for people involved in domestic and family violence. Those people wishing to learn more should also consult their local telephone book or search online for services located in their region.

Remember: do not let anyone's life be placed in danger, especially your own. In an emergency call the police on 000 (triple zero) or ask someone else to contact them for you.

Adapted from information contained in the How to deal with domestic violence booklet, Freedom From Fear campaign, Family and Domestic Violence Unit, Government of Western Australia (1998).

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 Service / Seniors Advocacy Information and Legal Service

.....(07) 3214 6333

Child Safety After Hours 1800 177 135
(24 hours, for concerns about children)

Legal Aid Queensland 1300 651 188

Public Trustee(07) 3213 9288
..... 1300 651 591

Residential Tenancies Tribunal

..... 1300 366 311

Women's Legal Service

Brisbane(07) 3392 0670
Regional 1800 677 278

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
Cairns(07) 4033 6100
Caboolture(07) 5498 9533
Emerald 1300 523 985
Gold Coast.....(07) 5532 9000
Mackay(07) 4957 3888
Ipswich..... (07) 3816 3000
Ipswich Rural free call 1800 026 262
Roma(07) 4622 5230
Logan City(07) 3808 5566
Toowoomba(07) 4639 3605
Sunshine Coast.....(07) 5430 9300
Townsville(07) 4721 2888

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

Womensline provides counselling, referral and assistance to access refuge accommodation for women experiencing domestic and family violence.

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

Other Community Support Services

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.

Disability Information and Awareness Line (DIAL)

Brisbane(07) 3224 8444
Toll free 1800 177 120
TTY toll free 1800 010 222

Elder Abuse Prevention Unit Helpline

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

Kids Helpline..... 1800 55 1800

Lifeline 13 11 14
24 hour Crisis Counselling Line

Statewide Sexual Assault Helpline

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

1800 RESPECT

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

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

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:

1. *Increasing your safety: Information for people who experience abuse and violence in relationships*. This booklet contains information for people who experience domestic and family violence.
2. *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@communities.qld.gov.au

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