

Resource pack

DOMESTIC AND FAMILY VIOLENCE REFERRAL REFERENCES







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Support services contact list

If an individual seeks help relating to a domestic and family violence matter:

- **listen and be empathetic**
- **affirm they're seeking help**
- **direct them to one of the special helplines or regional support services funded by the Queensland Government.**

Staff at these services are trained and experienced at working through the often complex issues associated with domestic and family violence and can connect them with the right range of supports including counselling, legal and court support, and accommodation.

In dealing with an individual, you need to be clear that you:

- cannot provide legal advice
- cannot advocate on the person's behalf, including making further phone calls
- cannot guarantee any particular outcomes.

This document also includes references (including email and phone numbers) to key support services relating to particular scenarios involving domestic violence (go to page 11). This includes where a person may be at imminent risk of harm, or may require housing support or legal assistance.

Further information and resources:

A full list of domestic and family violence services is available at www.qld.gov.au/domesticfamilyviolence. This includes regional domestic and family violence services, court services, legal services and accommodation support services.

The Queensland Government is dedicated to helping prevent domestic and family violence. Further information about domestic and family violence can be found on www.qld.gov.au/community/getting-support-health-socialissue/about-domestic-family-violence:

- what is domestic and family violence
- the signs of domestic and family violence
- how to get help for someone who you think may be the victim of domestic and family violence.

The Queensland Government funds a number of helplines to provide immediate support to people experiencing domestic and family violence.

DVConnect Womensline 1800 811 811

24 hours, 7 days a week

Assists women and their children to obtain safe refuge accommodation, counselling and referral to other support services.

DVConnect Mensline 1800 600 636

9 am to midnight, 7 days a week

Provides counselling, information and referral to men affected by domestic violence. Assists both male victims as well as men who are seeking help to stop their abusive behaviour.

Elder Abuse Helpline 1300 651 192

9 am to 5 pm, Monday to Friday

Provides information and support to older people who experience elder abuse.

Sexual Assault Helpline 1800 010 120

9 am to midnight, 7 days a week

Provides counselling, information and referral to people who have experienced sexual assault.

The federal government also funds a national helpline:

1800 RESPECT 1800 737 732

24 hours, 7 days a week

This national service provides crisis and trauma counselling to people affected by domestic, family and sexual violence.

Policelink 131 444

24 hours, 7 days a week

Policelink is the main police contact number and can be used to report crimes or if a person feels threatened or in danger.



Regional areas



In an emergency situation, always call the police on 000 (triple zero).

The Queensland Government also funds a range of regional domestic and family violence support services that provide assistance including referral, counselling and support to people affected by domestic and family violence, including children.

For the full list of regional services and contact details go to:

www.qld.gov.au/domesticfamilyviolence

National relay service:

If you are deaf, or have a hearing or speech impairment, contact:

TTY users:

133 677

Speak and Listen users:

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**



Regional referral contact list

Brisbane		
Area	Support service	Contact
Annerley	Women's Legal Service	(07) 3392 0644 1800 677 278
Bracken Ridge	Sandgate and Bracken Ridge Action Group	(07) 3269 0277
	Brisbane Domestic Violence Service (North Brisbane Safer Lives Stronger Families)	(07) 3029 7000
Brisbane CBD	Legal Aid Queensland	1300 651 188
	Legal Aid Women's Domestic Violence Court Assistance Service Court support	(07) 3238 3562 (07) 3247 5437
	DVConnect Mensline	1800 600 636
	Immigrant Women's Support Service	(07) 3846 3490
Buranda	Anglicare Southern Queensland	(07) 3028 4600
Fortitude Valley	Centacare Family and Relationship Services Brisbane Domestic Violence Program	(07) 3252 4371
Greenslopes	Carinity Communities (Talera)	(07) 3397 7287
Holland Park	Holland Park Court Support	(07) 3156 2323
Inala	Brisbane Domestic Violence Service (Brisbane South West Safer Lives Stronger Families)	(07) 3029 7000
Sandgate	CRDVS Inc. Sandgate Court Support	(07) 5498 9533
Spring Hill	Relationships Australia (Family Violence Prevention Program)	(07) 3328 5500
West End	Brisbane Domestic Violence Service (Brisbane South)	(07) 3217 2544



South East		
Area	Support service	Contact
Beenleigh	Domestic and Family Violence Outreach Service (Beenleigh, Eagleby and Northern Gold Coast) – Counselling – Administration	(07) 3807 6226 (07) 3807 9922
	Centacare Family and Relationship Services (Beenleigh Domestic Violence Court Assistance)	(07) 3807 7622
Logan Central	Working Against Violence Support Service (WAVSS) – Regional Domestic and Family Violence Service	(07) 3808 5566
Mermaid Waters	Centacare Family and Relationship Services – Men’s Perpetrator Behaviour Change Program	(07) 5527 7211
Redlands	WAVSS Domestic and Family Violence Service Redlands	(07) 3286 7766
Slacks Creek	YFS – Domestic and Family Violence Prevention Service	(07) 3826 1500
Beaudesert	YFS – Beaudesert Domestic Violence Support Service	(07) 3826 1500
Southport	Domestic Violence Regional Service Gold Coast – Counselling – Administration	(07) 5532 9000 (07) 5591 4222



South West		
Area	Support service	Contact
Cunnamulla	Far West Indigenous Family Violence Service	(07) 4655 8800
Goodna/ Springfield/ Lockyer Valley	Domestic Violence Action Centre	(07) 3816 3000
Ipswich	Domestic Violence Action Centre	(07) 3816 3000
	Men's Stopping Violence Program, UnitingCare Community	(07) 3816 9600
Roma	Centacare Safer Families Support Service	1300 477 433
Toowoomba	Domestic and Family Violence Prevention Service	1300 364 277
	Domestic Violence Action Centre (Toowoomba and Darling Downs)	(07) 4617 7670

North Coast		
Area	Support service	Contact
Caboolture	Caboolture Domestic Violence Service	(07) 5498 9533
Cooroy	Cooroy Family Support Centre	(07) 5447 7747
Lawnton	CRDVS Inc Pine Rivers Service	(07) 5498 9533
Maroochydore	Suncoast Cooloola Outreach Prevention and Education (SCOPE)	(07) 5430 9300
	Sunshine Coast P.R.A.D.O.	(07) 3252 4371
	UCC Sunshine Coast Integrated Family Safety Response Service	(07) 3250 1900
Redcliffe	CRDVS Inc. Redcliffe Service Outlet	(07) 5498 9533



Central Queensland		
Area	Support service	Contact
Bundaberg	EDON Place Domestic Violence Court Support Service	(07) 4153 6820
Emerald	Emerald Centacare CQ	1300 523 985
Gladstone	Gladstone Women's Health Centre	(07) 4979 1456
Longreach	RAQ Family Violence Counselling and Support Service	(07) 4926 9726
Maryborough	Maryborough/Hervey Bay Domestic and Family Violence	(07) 4194 0172
Murgon	South Burnett CTC Wondin-dee	(07) 4162 7788
	Graham House Older Wiser Stronger Program	(07) 4169 8410
Rockhampton	Helem Yumba Central Queensland Healing Centre	(07) 4931 8600
	RAQ Family Violence Counselling and Support Service	(07) 4926 9726
South Burnett	The South Burnett Domestic Violence Service	(07) 4162 9000
North Queensland		
Area	Support service	Contact
Ayr	LWB DFV Burdekin Service	1800 015 664
Cannonvale	Whitsunday Domestic and Family Violence Counselling and Court Support Service	(07) 4946 2999
Charters Towers	LWB DFV Charters Towers/Flinders Service	1800 015 664
	Charters Towers Neighbourhood Centre	(07) 4787 4797
Ingham	Safer Families Service	(07) 4776 1822
Mackay	Domestic Violence Resource Centre	(07) 4957 3888
Mount Isa	North Queensland Domestic Violence Resource	(07) 4743 0946
Townsville	North Queensland Domestic Violence Resource Service	(07) 4721 2888



Far North Queensland		
Area	Support service	Contact
Atherton	Court Support Service	(07) 4091 5100
Cairns	Cairns Regional Domestic Violence Service	(07) 4033 6100
	Keeping Women Safe in their Home Technology Trial	(07) 4033 6100
	Go Forward for Men (Men's Perpetrator Program)	1300 364 277 or (07) 4052 7900
Cassowary Coast	Cassowary Coast Domestic and Family Violence	(07) 4068 1004
Cooktown	Cooktown District Community Centre (Aboriginal and Torres Strait Islander Family Violence Counselling Service)	(07) 4069 6098
Bamaga/Injinoo	Northern Peninsula Area Healing Centre	(07) 4069 3811
Mossman Gorge	Douglas Shire Indigenous Family Violence Counselling and Support Service	(07) 4098 3244
Pormpuraaw	Pormpur Paanth Aboriginal Community Healing Centre	(07) 4060 4105
Tablelands	Tablelands Domestic Violence Service	1300 909 250 or (07) 4033 6100
Thursday Island	Mura Kosker Indigenous Domestic and Family Violence Counselling	(07) 4069 1663
Weipa/Bamaga/ Kowanyama/ Lockhart River	Remote Indigenous Child Witnesses of Domestic Violence Support Service	(07) 4030 0900
	Weipa North West Cape Healing Service	(07) 4069 9272



Situation 1

Imminent risk of harm

Individual makes contact and is in an abusive relationship or has recently left an abusive relationship and either fears they are at imminent risk of harm or has been harmed or involved in a violent incident.

Full index of services and contact details:
www.qld.gov.au/emergency/emergencies-services

Emergency Response 000

24 hours, 7 days a week

If someone is in imminent danger or has been the immediate victim of violence, police should be contacted on 000 immediately. Other emergency services such as ambulance for injuries, or fire services for accidents can also be contacted as needed through 000.

Policelink 131 444

24 hours, 7 days a week

www.police.qld.gov.au/programs/policelink

Policelink is the main police contact number and can be used to report crimes or if a person feels threatened or in danger. Trained call operators will be able to appropriately obtain any information needed to assist the caller. There are also forms available to make online submissions to police.

DVConnect Womensline 1800 811 811

24 hours, 7 days a week

Assists women and their children to obtain safe refuge accommodation, counselling and referral to other support services. Advice should be provided that this is the service provider contracted by the Queensland Government to provide crises domestic and family violence services.

DVConnect Mensline 1800 600 636

9am to midnight, 7 days a week

Provides counselling, information and referral to men affected by domestic violence. Assists both male victims as well as men who are seeking help to stop their abusive behaviour. Advice should be provided that this is the service provider contracted by the Queensland Government to provide crises domestic and family violence services.



Situation 2

Wishing to leave abusive relationship

Individual makes contact and is either in an abusive relationship or has just left an abusive relationship, is not at risk of imminent harm but wants assistance to safely leave the relationship or the home.

Full index of services and contact details:

www.qld.gov.au/community/getting-support-health-social-issue/domestic-family-violence-getting-help

DVConnect Womensline 1800 811 811

24 hours, 7 days a week

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Elder Abuse Helpline 1300 651 192

9am to 5pm, Monday to Friday

www.eapu.com.au

Provides information and support to older people who experience elder abuse.

Sexual Assault helpline 1800 010 120

9am to midnight, 7 days a week

www.dvconnect.org/sexual-assault-helpline/sexual-assault-helpline

Provides counselling, information and referral to people who have experienced sexual assault.

1800Respect 1800 737 732

24 hours, 7 days a week

www.1800respect.org.au

National service providing crisis and trauma counselling 24 hours a day, 7 days a week, to people affected by sexual assault, domestic violence or family violence.



Situation 3

Assistance to obtain domestic violence order (DVO)

An individual makes contact seeking assistance with the process for obtaining a domestic violence order and/or legal representation in court proceedings.

Full index of services and contact details (including regional services):

www.qld.gov.au/community/getting-support-health-social-issue/counselling-support-advice

Legal Aid Queensland 1300 651 188

8.30 am to 5 pm, Monday to Friday

www.legalaid.qld.gov.au

In Queensland, Legal Aid Queensland (LAQ) offers free legal advice about a range of legal matters and can provide legal help to financially disadvantaged Queenslanders. Information and support material is available online through the Legal Aid website.

Community legal centres

A full listing of Community legal centres (CLC) is available online at

www.communitylegalqld.org.au/find-legal-help/find-centre

CLCs give free legal advice and can provide information, referrals, casework and representation to the community. The Queensland Association of Independent Legal Services (QAIS) is the state based peak body representing CLCs throughout Queensland.

Women's Legal Service

07 3392 0670 or 1800 677 278 (toll free)

*9.30 am to 1.30 pm, Monday, Tuesday, Thursday
1 pm to 4 pm, Wednesday*

www.wlsq.org.au

Women's Legal Service (WLS) is staffed and run by women specifically for women and provides free legal information, advice and referrals throughout Queensland. All advice given by WLS is individual and confidential.

Court Network 1800 267 671 (toll free)

9 am to 5 pm, Monday to Friday

www.courtnetwork.com.au

Provides personal support, non-legal information and referral to those in contact with the justice system. The Court Network telephone information and referral service can assist people preparing to attend court. This assistance might involve provision of information about court procedures, referral to legal services, assist in organising interpreters and making arrangements to ensure someone's safety when they are at court.

Queensland Police Service prosecutors

Contact local police station: www.police.qld.gov.au/station-locator/station_locator.asp

Police prosecutors may assist and represent applicants seeking domestic violence orders (DVO) if formally requested. Formal request is simply in writing. Applicants should be advised to identify the police station that supports the Magistrate's Court in which the DVO application is to be heard and request to meet with the police prosecutor.

Situation 4

Breaches to domestic violence orders —imminent risk of harm

An individual with a current domestic violence order (DVO) makes contact because the perpetrator has been breaching the DVO and has been harmed or is at imminent risk of harm. Breach of a DVO is a crime and should be reported.

Full index of services and contact details:
www.qld.gov.au/emergency/emergencies-services

Emergency Response 000

24 hours, 7 days a week

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24 hours, 7 days a week

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Local Police

www.police.qld.gov.au/station-locator/station_locator.asp

The local police station can be located through the police station locator on the Queensland Police Service website.



Situation 5

Breaches to domestic violence orders —not at imminent risk of harm

An individual with a current domestic violence order (DVO) makes contact because the perpetrator has been breaching the DVO but is not at imminent risk of harm. Breach of a DVO is a crime and should be reported.

Policelink 131 444

24 hours, 7 days a week

www.police.qld.gov.au/programs/policelink

Policelink is the main police contact number and can be used to report crimes or if a person feels threatened or in danger. Trained call operators will be able to appropriately obtain any information needed to assist the caller. There are also forms available to make online submissions to police.

Local Police

www.police.qld.gov.au/station-locator/station_locator.asp

The local police station can be located through the police station locator on the Queensland Police Service website.

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Community legal centres

A full listing of Community legal centres (CLC) is available online at

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Women's Legal Service (WLS) is staffed and run by women specifically for women and provides free legal information, advice and referrals throughout Queensland. All advice given by WLS is individual and confidential.



Situation 6

Family law matters

An individual who has left an abusive relationship and has a domestic violence order in place makes contact seeking assistance with family law proceedings, such as custody matters or property settlements.

Full index of services and contact details (including regional services):

www.qld.gov.au/community/getting-support-health-social-issue/counselling-support-advice

Legal Aid Queensland 1300 651 188

8.30 am to 5 pm, Monday to Friday

www.legalaid.qld.gov.au

In Queensland, Legal Aid Queensland (LAQ) offers free legal advice about a range of legal matters and can provide legal help to financially disadvantaged Queenslanders. Information and support material is available online through the Legal Aid website.

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Situation 7

Refused Legal Aid

An individual makes contact who has left an abusive relationship and is seeking assistance with the process for obtaining a Domestic Violence order, breach of a domestic violence order or family court proceedings but has been refused Legal Aid.

Legal Aid Queensland 1300 651 188

8.30 am to 5 pm, Monday to Friday

www.legalaid.qld.gov.au

In Queensland, Legal Aid Queensland (LAQ) offers free legal advice about a range of legal matters and can provide legal help to financially disadvantaged Queenslanders. Information and support material is available online through the Legal Aid website.

Community legal centres

A full listing of Community legal centres (CLC) is available online at

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Situation 8

Concern for another

An individual makes contact raising fears for an adult relative or friend in an abusive relationship (e.g. son, daughter, parent, sibling).

The individual may be referred to contact these services below directly, they do not need to be advised to on-refer the information to the potential victim. The support services will provide assistance to people about how to support their relative or friend.

Information and references to help someone support another person experiencing domestic and family violence can be found at www.qld.gov.au/community/getting-support-health-social-issue/support-domestic-family-violence-victim

Full index of services and contact details (including regional services):
www.qld.gov.au/community/getting-support-health-social-issue/counselling-support-advice

DVConnect Womensline 1800 811 811

24 hours, 7 days a week

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Provides information and support to older people who experience elder abuse.

Sexual Assault helpline 1800 010 120

9 am to midnight, 7 days a week

www.dvconnect.org/sexual-assault-helpline/sexual-assault-helpline

Sexual Assault helpline is provided by DVConnect to offer telephone support and counselling to anyone—women, men and young people—who has been sexually assaulted or abused and for anyone who is concerned or suspects someone they care about might have been assaulted or abused.



Situation 9

Homelessness

An individual who has left an abusive relationship and accessed crisis accommodation makes contact because they are now homeless or facing homelessness.

Full index of services and contact details (including regional services):

www.qld.gov.au/housing/emergency-temporary-accommodation/emergency-accommodation

Homeless Persons Information Queensland (HPIQ) 1800 474 753 (1800 HPIQLD)

Will provide information about where to find support, accommodation, meals or showers. Services for single people over 16, mothers with children, fathers with children, families, couples, those experiencing homelessness or at risk of homelessness.

The Salvation Army 1300 363 622
www.salvos.org.au

Provides accommodation and related support for homeless persons, refuges for women and their children, crises and medium term accommodation for homeless women, men and youth, and community houses.

Brisbane Homelessness Service Collaborative
07 3036 4444

www.bhsc.net.au

Works together to find sustainable solutions for people who are homeless or those who might become homeless without support. Services available include information, support, advocacy, health, recreational and employment services.

HART 4000 Homelessness Assessment and Referral Team (Brisbane) 07 3004 0100

www.newfarmneighbourhood.org/homelessness

Assessment and referral team that works closely with anyone who may be homeless or at risk of homelessness. Provides advocacy and support, direct referrals to crises accommodation, assistance with community and social housing, case management and information and referrals to other related services such as legal advice, drug and alcohol services, emergency relief agencies and disability services.



