

# Increasing your safety

*Information for people who  
experience abuse and/or violence  
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 ሰብያ አርዳታ ከፈለጉ እባክዎ ለትርጉምና አስተርጓሚ አገልግሎት በስልክ **13 14 50** ይደውሉና አርዳታ ለማግኘት ወደ የቤተሰብ ውስጥ ማግኘት/DVConnect በስልክ **1800 811 811** እንዲያስተላልፉዎት መጠየቅ ነው። ለሀይወትዎ የሚያስጋ ከሆነ በ **000** ለፖሊስ መደወል ነው።

## Arabic

إذا كنت بحاجة للمساعدة بسبب العنف المنزلي، يُرجى الاتصال بخدمة الترجمة التحريرية والشفوية 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 s 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 अख्तियार एवं दुर्भाषिया सेवा (Translating and Interpreting Service) को **13 14 50** पर फोन करें और उनसे निवेदन 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 になく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 ryu muhira, urasabwe guhamagara Ishirahamwe riraba ivy'Ubusemuzi ku numero **13 14 50**, usabe ko baguhamagarira umushinga witwaga 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 Faailiilupu 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 โปรดโทรศัพท์ที่ตำรวจ **000**

## Tigrinya

ብምክንያት ከቤታዎ ግመዳ ኣገዛዝ እንተደለኹም በኛኹም ብቐጻሪ ስልክ **13 14 50** ናብ ትርጉምን አስተርጓሚይ ገልጋሎት (Translating and Interpreting Service) ብምድቃል ናብ ከቤታዎ ግመዳ/DVConnect ብቐጻሪ ስልክ **1800 811 811** ኣራኹቡኑ ኣኢኩም ግርግርም። ህይወትኩም ኣብ ኣደጋ እንተ'ልዩ ድማ ናብ **000** ብምድቃል 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.

This booklet is for people who experience abuse or violence in a 'relevant relationship'. It provides information about:

- the types of behaviour that constitute domestic and family violence
- how to increase your safety when you are experiencing abuse and violence in a relationship
- how to apply for a domestic violence order to prevent further abuse and violence from occurring
- support services that can offer help (contact details can be found at the back of this booklet).

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

To order additional copies of this booklet email

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

or contact 13 QGOV (13 74 68)

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## Increasing your safety

### Information for people who experience abuse or violence in a relationship

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.

This brochure has been prepared for people who experience abuse or violence in a 'relevant relationship'. Under the *Domestic and Family Violence Protection Act 2012*, relevant relationships include:

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

## Scenario 1 — example of domestic and family violence 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**

If you are experiencing abuse in a relationship, covered under the Act, police can issue a police protection notice immediately. You can also apply for a domestic violence order to help prevent further abuse and violence from occurring. Further information about a police protection notice and how to apply for a domestic violence order is covered on pages 9–11.

## What is domestic and family violence?

Domestic and family violence is when one person in a relationship uses abuse or violence to maintain power and control over the other person. This can include physical, verbal, sexual, emotional or psychological abuse, damaging property, financial control, threatening behaviour or behaviour that controls or dominates or causes a person to fear for their personal safety or wellbeing in any way.

The following behaviours are examples of domestic and family violence:

- **physical abuse** such as pushing, shoving, slapping, hitting, punching, biting or pinching
- **threatening** to hurt you, your relatives, friends, pets or work colleagues in some way
- **damaging property** such as furniture or the house or pets in order to frighten and intimidate you
- **forcing** you to have sex or to take part in sexual acts

- **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 Centrelink payment and 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 and insulting you
- **following** you in public, by car or on foot
- **staying** outside your house or workplace
- **repeatedly** telephoning your home or workplace without your consent
- **doing** similar things which upset you and make you fear for your safety.

**If these sorts of things are happening domestic and family violence is a serious problem for you.**

**While anyone 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 can and does occur in same-sex relationships as well as heterosexual relationships.**

### **Scenario 2 — example of someone experiencing domestic and family violence**

“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 criticising my family and friends and did things to make it hard for me to see them.”

**Kelly, 26**

People who experience this type of abuse or violence can feel very confused and ashamed about their experiences and sometimes blame themselves. 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 want to take responsibility and stop being abusive or violent.

While you cannot change their behaviour, you can contact one of the organisations listed in the back of this booklet for support and assistance.

**If you are in immediate danger, contact the police on 000 (triple zero) or ask someone else to contact them for you.**

If you are deaf or have a speech or hearing impairment contact the Text Emergency Call Service on 106 by using a teletypewriter (TTY) (not SMS).

## **Don't wait to seek help**

It is often difficult to know what to do in response to domestic and family violence but help is available. You do not have to live with abuse and violence. Everyone has a right to feel safe.

Many people think that the situation will get better and the abuse or violence will stop. In fact, the situation will usually get worse for you. Domestic and family violence rarely stops by itself.

The person who is being abusive and violent towards you may be quite sincere when they promise that it will never happen again. Unfortunately people who use abuse or violence find it very difficult to change their behaviour without professional help.

## **Children**

Children are affected by domestic and family violence even if they have not witnessed the abuse or violence. Children react in a variety of ways; they may show signs that they are affected, or they may keep these signs and their feelings inside. Some of the ways children may react include:

- copying the abusive or violent behaviour
- trying to intervene to stop the abuse — this is how some children become injured during incidents of domestic and family violence
- being stunned into a terrified silence by what they see
- blaming themselves
- being frustrated, angry or depressed
- wetting the bed
- being nervous and withdrawn
- displaying psychosomatic illnesses including unexplained headaches, stomach aches and stuttering



- running away from home
- attempting suicide
- abusing alcohol and substances
- experiencing learning difficulties at kindergarten or school
- having problems socialising or mixing with others.

### **Scenario 3 — example of a child being affected by domestic and family violence**

“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 being very aggressive towards her and the other students. I didn’t think Yoshan had heard the way his grandfather, who lives with us, was treating me.”

**Gina, 29**

The abusive or violent person’s behaviour is also sending children inappropriate messages about the way to treat people in their family, those they care for and those with a disability, illness or impairment.

They may learn that:

- the only way to cope with stress and pressure is through abuse or violence
- using abuse or violence is an appropriate way to solve problems
- it is okay to use abuse or violence to get what you want.

Children need someone to talk to about what is happening in their home. Domestic and family violence regional services listed in the back of this booklet receive funding from the Department of Communities, Child Safety and Disability Services to provide counselling and support to children who are, or have been, exposed to domestic and family violence.

### **Take action**

If you have been hurt, or are afraid that you will be hurt, you should get help straight away.

**If you are in danger, call the police on 000 (triple zero) or ask someone else to call them for you.**

The police have a duty to investigate complaints of domestic and family violence and to help protect you from further abuse or violence.

There are also a range of support services available. For further information about your options you can ring one of the **DVConnect** domestic and family violence telephone services.

The **womensline** service — **1800 811 811** — is available **24 hours, seven days a week**. The **mensline** service — **1800 600 636** — is available from **9 am to midnight, seven days a week**.

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

## Helpful information

**Keep a diary** containing the dates and times when you have been abused. Hide this diary somewhere safe. This can assist you if you decide to apply for a domestic violence order. You need to be able to show the court that domestic and family violence has occurred.

**Seek medical help** if you have been injured. Ask your doctor to record the injuries you have sustained on your medical file. It is also a good idea to report your injuries to the police. If you want to apply for a domestic violence order, you might be able to use these records to assist you in your application, however if you have never reported your injuries, it does not mean that you will be unable to get a domestic violence order.

**Seek legal advice** about your rights and what options you have. It is better to be prepared and know what you can do. This can include advice about a domestic violence order as well as issues to do with children and property.

## If you are planning on leaving an abusive relationship

**Remove your name** from electricity, gas and telephone accounts, tenancy agreements on property you may be renting and other accounts.

**Consider placing a redirection of mail.** Remember that your address or personal details can be traced through bank statements if these documents go to the same address as the person who is

abusive or violent towards you. Alternative options include opening a new account using a safe address or arranging for a post office box.

You will be in a much better position to sort out your affairs and plan for your future when you are safe from abuse and violence. Protecting yourself from threats, insults and being physically hurt is the first step.

Taking action to protect yourself does not have to mean the end of the relationship with the person who is abusive or violent towards you.

**Make a safety plan.** For information on how to make a safety plan, see the back pages of this booklet.

### Scenario 4 — example of making a safety plan

“I was desperate to get away from the violence and didn’t know where to start. I spoke to a domestic violence support worker who talked to me about a safety plan. It really helped me think about what I needed to do and made it easier for me to leave.”

**Casey, 34**

## Domestic violence and the law

### What do ‘aggrieved’ and ‘respondent’ mean?

The ‘aggrieved’ is the person who has experienced abuse or violence and needs a domestic violence order to protect them (victim).

The ‘respondent’ is the person who is abusive or violent and who a domestic violence order is taken out against (perpetrator).

## The role of police

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 a domestic and family violence incident they can immediately issue a police protection notice to the person who is being abusive or violent. A police protection notice is a short-term domestic violence order that requires the person who is abusive or violent to be of good behaviour and not commit domestic violence towards you. It is for a short period of time until the matter can be heard by a Magistrate which in most cases will be within 5 business days.

Police may issue a police protection notice if they are present at the same location as the person accused of committing domestic violence and they reasonably believe:

- the person has committed the violence;
- no domestic violence order or police protection notice has previously been made in relation to the abusive person and the person being abused;
- a police protection notice is necessary or desirable to protect the person impacted by the violence; and
- that the respondent should not be taken into custody.

When issuing a police protection notice, police have the option to include a 24 hour 'cool down' condition, which requires the person who is being abusive or violent to leave the premises and not approach or contact the victim for up to 24 hours. The police officer is required to consider the immediate accommodation needs of the person who is being abusive or violent. A breach of a police protection notice is a criminal offence which can result in up to two years' imprisonment.

### **What do the police powers include?**

Police can require the person who is abusive or violent to remain in a particular place (for an hour or a longer time that is reasonably necessary) to enable the person who is abusive or violent to be served with an application for a protection order, a domestic violence order or police protection notice. It is an offence not to comply with this requirement.

The police have the power to investigate suspected domestic and family violence and officers are required to record their reasons if no further action is taken after an investigation.

Police can:

- enter and search premises without a warrant if they suspect domestic violence has occurred or there is a risk of domestic violence occurring;
- seize anything that has been or may be used to commit domestic violence;
- take the person committing the violence into custody for a maximum of four hours (or eight hours if the person is intoxicated or presents a continuing threat) or take other appropriate action, such as taking the person who is abusive or violent towards you to a hospital for treatment;

- investigate breaches of a domestic violence order when a respondent continues to commit domestic violence and charge a person with a criminal offence if there is evidence that a breach of a domestic violence order has occurred, and
- lay criminal charges against the person who is abusive or violent towards you if it is clear to them that you have been assaulted or property has been damaged.

People in a range of relevant domestic relationships can seek protection under the law by applying for a domestic violence order. This is done through the Magistrates Court. Domestic violence orders are court orders aimed at preventing further abuse or violence from occurring in relevant domestic relationships.

It is important to note that:

1. All of these relationships apply whether you are of the same or opposite sex.
2. Children under 18 years cannot be the respondent (the abusive person) or the aggrieved (the person who is being abused) in family relationships or informal care relationships where the care involves a parent or relative. Violence and abuse between children under 18 and their family members is a child protection matter.
3. If you are under 18 and your parent or someone else in your family is being abusive towards you this is a child protection matter and would be dealt with under the *Child Protection Act 1999*. Call **Kids Help Line on 1800 55 1800**. They can help keep you safe.

## What is a domestic violence order?

You can apply for a domestic violence order under the *Domestic and Family Violence Protection Act 2012* or the police can apply for an order on your behalf. A domestic violence order directs the person who is being abusive and violent towards you to stop this behaviour. A domestic violence order will not give the abusive and violent person a criminal record unless they disobey, or breach, the order.

However, remember that you can also make a complaint to the police and ask them to bring criminal charges against the person.

Domestic violence orders are not necessarily about breaking up relationships. You can have a domestic violence order and still live with the person who is being abusive or violent towards you.

However, your protection and safety is of paramount importance to the court.

## Who can apply for a domestic violence order?

- **You** can apply for a domestic violence order.
- **Someone else**, for example, a solicitor or social worker can apply for a domestic violence order on your behalf with your consent. Usually the court prefers your consent in writing, however, if you have difficulty writing, your consent can be given in other ways.
- If the **police** are involved, they can apply for a domestic violence order if they believe it is necessary. The police can apply for an order without your consent.
- Someone acting under another Act for you, for example, a **guardian** for a personal matter, or an **administrator** for a financial matter under the *Guardianship and Administration Act 2000* can apply for an order.
- The **Adult Guardian** can apply if they believe that you do not have the capacity to apply for a protection order.
- Someone appointed as **your attorney** under the *Powers of Attorney Act 1998* and who makes the application under the enduring power of attorney can apply for an order on your behalf.

## Legal support

You do not need representation by a lawyer to apply for a domestic violence order, although you may feel more confident about going to court if you are legally represented.

Court assistance workers employed by community agencies provide assistance to people applying for domestic violence orders. These workers are located in a number of Magistrates Courts in Queensland. They may be able to assist you with filling out the application form for a domestic violence order and support you in court.

Police prosecutors often help people in court especially if the police made an application for a domestic violence order. If you would like the police prosecutor to help you, you must tick the appropriate box on the domestic violence order application form. You should also phone the police prosecutions office to confirm this assistance as some police prosecutors are unable to help with private applications.

## How do you apply for a domestic violence order?

If the police are not involved:

- you can apply for a domestic violence order at the local Magistrates Court by completing an application form. Alternatively, someone (you have authorised in writing) can also lodge it for you by giving it to the court. Domestic and family violence services (listed at the end of the booklet) may also be able to assist you with applying for an order.
- the staff at the Magistrate's court will set a date when the application will be heard and a summons will be served on the person who has been violent towards you to attend court on that date.

Domestic violence orders can last for up to two years. In special circumstances, the domestic violence order can be extended for a period longer than two years.

## What will happen in court?

Except in some special circumstances, you must attend court and the hearing. The court is closed to the public but you are entitled to have someone in court with you to support you when you apply for a domestic violence order. This could be a friend, relative or support worker.

As previously mentioned, the police prosecutor may assist you in court.

At the hearing, the Magistrate will hear evidence and will make a decision about whether or not an order will be granted. If an order is made, it takes effect once the person who has been abusive or violent to you knows about it. This means that they were either in court when the order was made or told about the conditions of the order by a police officer or have been handed a copy of the order by a police officer.

To offer you the full protection intended under the *Domestic and Family Violence Protection Act 2012*, every domestic violence order will contain the following standard conditions:

**In making a domestic violence order, the court must impose a condition that the respondent (the person who the order is taken out against):**

- **be of good behaviour towards the aggrieved (the person who needs the order to protect them) and not commit domestic violence, and**

- **if a named person is specified in the order — be of good behaviour towards the named person and not commit an act of associated domestic violence against the person.**

The Magistrate can implement many other conditions that you may need for your particular circumstances. For example, that the respondent does not come near your work or home. The application form lists a number of conditions you can request.

The Magistrate can make special conditions according to your needs, for example, for you to return home in the company of police to collect belongings.

## **What if the person who has been violent breaks the order?**

If the person breaks the order or any of its conditions, they will breach the order which is a criminal offence under the *Domestic and Family Violence Protection Act 2012*.

Only the police can deal with a breach of a domestic violence order. You should call the police as quickly as possible when a breach occurs. The police can arrest and/or charge the person who has breached the order.

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 can be given a sentence of imprisonment up to a maximum of three years.

## **To change or end an order**

An order may be varied by the court upon application by you, the respondent (the person who was violent towards you), a person authorised by you, or a police officer. A variation can change a condition of the order, the persons named in the order, or the duration of the order. An order can be ended by changing its duration so that it no longer applies.

The application will be served on the respondent and a date will be set for the matter to be heard by a Magistrate who will decide if it is appropriate to vary the order. The court can also change your order without your consent in special circumstances.



## Safety plan

One of the things that you can do to help yourself is to have a safety plan for those times when you feel unsafe or at risk of being hurt. The following safety plan is an example of what you can do to prepare for a time when you are in danger and need to leave quickly.

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 will go if you need a safe place. You may need to leave the house in a hurry if you think you may be hurt. If you have children, develop a safety plan for them such as working out where they can go that is safe if you are unable to get away. This could be a neighbour or someone else who lives close by. Once there, you can telephone DVConnect. This organisation can arrange safe accommodation for you and your children.
3. Decide what arrangements you might need to make for your pets if they will be at risk of being harmed. DVConnect can also help to arrange emergency accommodation for pets.
4. If possible, save some money for a taxi, bus or train for emergency transportation to a safe place.
5. Keep extra keys to your house and car in a safe place.
6. Make a list of emergency phone numbers.
7. Consider keeping some clothing, medications, important papers, keys and some money with someone you can trust.
8. Practice travelling to the location that you have chosen as a safe place.

## 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.

## Statewide services

### Legal Services

#### **Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service**

Brisbane (07) 3392 3177  
Statewide 1800 442 450

#### **Adult Guardian**

Brisbane (07) 3234 0870  
Regional 1300 653 187

**Caxton Legal Service** (07) 3214 6333

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

**Legal Aid Queensland** 1300 651 188

**Public Trustee** 1300 651 591 or  
(07) 3213 9288

**Residential Tenancies Tribunal**  
1300 366 311

**Seniors Advocacy Information and Legal Service** (07) 3214 6333

**Women's Legal Service**  
Brisbane (07) 3392 0670  
Regional 1800 677 278

### Community Support Services

**DVConnect Womensline** 1800 811 811  
(Womensline assists women to obtain refuge accommodation, counselling and referral to other services)

**DVConnect Mensline** 1800 600 636  
(Mensline provides counselling, information and referral to men affected by domestic and family violence)

**Disability Information and Awareness Line (DIAL)**  
Brisbane callers (07) 3224 8444  
Toll free 1800 177 120  
TTY Brisbane callers (07) 3224 8021  
TTY Toll free 1800 010 222

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

**Kids Helpline** 1800 55 1800

**Lifeline** 13 11 14  
24 hour Crisis Counselling Line

**Statewide Sexual Assault Helpline**  
24 hour service 1800 010 120

**Seniors Enquiry Line** 1300 135 500  
TTY (07) 3867 2591

## Regional areas

Domestic violence regional 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
Roma	(07) 4622 5230
Logan City	(07) 3808 5566
Toowoomba	(07) 4639 3605
Sunshine Coast	(07) 5430 9300
Townsville	(07) 4721 2888

## Further information

Freecall: 13 QGOV (13 74 68)

Website:

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

## 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

## Translator Interpreter Service National

If you require an interpreter, phone TIS National to use an interpreter immediately over the phone 131 450.

## Further information

For more information about domestic and family violence prevention see:

1. *Legislation explained: The Domestic and Family Violence Protection Act 2012*. This booklet explains what the Act means and how it can help you.
2. *Stopping abuse and violence: Information for people who use abusive and violent behaviour in relationships*. This booklet has helpful information for people who use abuse and violence in relationships.

To obtain a free booklet please contact 13 QGOV (13 74 68)

**Visit: [www.qld.gov.au/domesticviolence](http://www.qld.gov.au/domesticviolence)**