

# CEAVAW Action Plan 2002-20005

## Coordinating Efforts to Address Violence Against Women

### **Purpose:**

To promote coordination of existing initiatives in relation to violence against women to reduce gaps and duplication.

### **Why focus on Violence Against Women?**

CEAVAW has this focus is in recognition of the high prevalence of violence against women and its specific nature and impact.

#### ***Incidence and prevalence***

- In Queensland in 1999-2000 there were 79 female victims of homicide and 2, 953 female victims of sexual offences.<sup>1</sup>
- The National Women's Safety Survey in 1996 found that 19 percent of women aged 18 to 24 years had experienced an incidence of violence in the previous 12 months.<sup>2</sup>

#### ***The Gendered Nature of Violence***

Women are overwhelmingly the majority of victims of sexual assault and domestic violence.

- In 1998-1999, 82 percent of sexual offences in Queensland were committed against females;<sup>3</sup>
- In 1998-1999 in Queensland there were 14,041 applications for domestic violence protection orders made. A sample of these showed that 82 percent were for female aggrieved spouses;<sup>4</sup> and
- Women are more likely to be killed by a current or former male partner than by anybody else.<sup>5</sup>

---

1 Queensland Police Service 2000, *Annual Statistical Review, 1999-2000*

2 Australian Bureau of Statistics 1996, *Women's Safety Survey*, Cat no. 4128.0 (unpublished data)

3 Office of the Government Statistician 2000, *Crime and Justice Statistics Queensland 1998-99*.

4 *ibid.*

5 Bagshaw, D. and D. Chung 2000, *Women, Men and Domestic Violence*, University of South Australia.

### ***Much violence against women remains unreported***

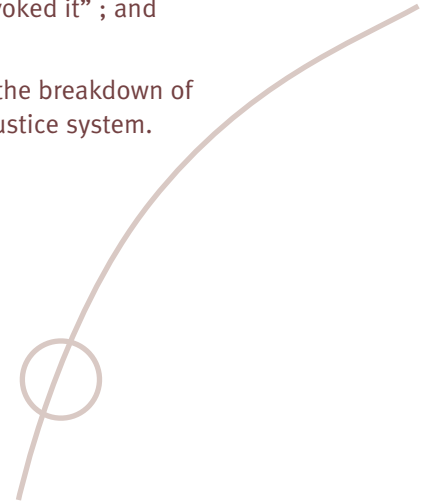
The *National Women's Safety Survey* in 1996 found that only 22.8 percent of physical assaults and 11.1 percent of sexual assaults were reported to police.<sup>6</sup>

### ***Attitudes to violence against women***

A recent research project that surveyed young people's attitudes to domestic violence found that:

- 12 percent of males agreed with the statement "its okay for a boy to make a girl have sex if she has led him on";
- 29 percent of young people agreed with the statement "most physical violence occurs in dating because a partner provoked it" ; and
- 25 percent of young people agree that "men should take control in relationships and be the head of the household".<sup>7</sup>

Violence against women has a wide-ranging impact on our society. It has enormous social and economic costs leading to the breakdown of relationships and families, long-standing emotional effects for women and children and costs to the health and criminal justice system.



---

<sup>6</sup> Australian Bureau of Statistics 1996, *Women's Safety Survey*, Catno.4128.0(unpublished data) as cited in Queensland Government 1999, Office of Women's Policy, *A Social and Economic Profile of Women in Queensland*.

<sup>7</sup> Partnerships Against Domestic Violence and National Crime Prevention 2001, *Young People and Domestic Violence: National Research on young people's attitudes and experience of domestic violence*.

## The Structure of the CEAVAW Action Plan

The CEAVAW Action Plan supports the Queensland Government priority of *Safer and More Supportive Communities*.

### Priority Areas:

The CEAVAW Action Plan prioritises the following four areas for promoting a collaborative approach across government:

- **Prevention and Information Provision** (community education; information resources; training and education in schools);
- **Pathways for Women Between Support Services** (support services; health services; housing and perpetrator services);
- **Legal Services and Court Assistance Services** (legal assistance; information to victims and court assistance); and
- **Policy and Planning** (policy development; coordination in the planning and delivery of services and data collection).

Key outcomes have been identified under each priority area.

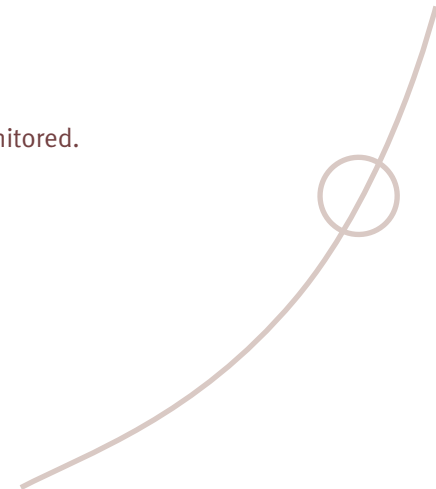
### Strategies and Objectives:

Key Queensland government departments will work together to implement the strategies in this action plan.

### Measuring Our Achievements:

Supporting outcomes and indicators have been identified for all strategies to enable our achievements to be monitored.

Milestones indicate the timeline for implementation.



## KEY AREA: Prevention and Information Provision

### Key Outcome:

**A greater awareness of and intolerance for violence against women in the Queensland community and more appropriate and informed responses by government and non-government agencies.**

The *Report of the Taskforce on Women and the Criminal Code* noted that law reform will achieve little for women if the underlying attitudes about women and their place in society are not addressed. The extent of violence against women and children is still not acknowledged and there remains a misconception that violence against women is not a crime. Government and communities must work together to develop strategies to raise awareness of the extent and impact of violence perpetrated against women and educate women about the available support services and legal responses.

For women to make free and informed decisions, information is crucial. They need information about legal rights, the criminal justice system, support services, health services, accommodation and transport, and all the available options. Numerous government and community-based agencies produce information and conduct community education, which should be available in everyday places.

Training and professional development ensures there is a breadth and depth of skills held by professionals who come into contact with women subjected to violence. Training needs to be provided

that increases the understanding of violence against women and assists service providers in identifying this issue and provides skills and knowledge of preventative and supportive responses.

Education of young men and women is important. This is a crucial time to provide information on healthy and respectful relationships. Schools can work with local communities to deliver anti-violence education.

These strategies aim to coordinate existing initiatives in relation to information resources, community education, training and education programs in schools. Various departments work on prevention and information provision. Through working collaboratively, gaps and duplication can be reduced.

A particular gap has been the delivery and coordination of community education on victim's rights and the *Criminal Offences Victims Act (COVA)*. This is an important issue for Indigenous women living in remote and rural areas of Queensland and will be a CEAVAW priority.

## Strategies

Participate in joint planning and development at a policy level of community education in domestic and family violence and sexual violence. (Priority for first 12 months of the criminal justice system, victims rights, COVA and Indigenous women)

Develop a database and collaborate in the production and distribution of information resources in relation to violence against women

Coordinate the planning, development and delivery of training to key Queensland Government officers and community-based services and develop guidelines for the inclusion of training in relation to violence against women in induction courses

Collaborate in the planning and development of school resources and strategies for the promotion of respectful relationships, the prevention of violence and support for students affected by family violence

## KEY AREA: Pathways for Women between Support Services

### Key Outcome:

#### **A more holistic response to violence against women and clearer pathways for women between a range of support services**

A holistic response which covers the integration of support and other services such as health and housing is needed. A coordinated approach will enhance pathways between these services. Women should not have to tell their stories numerous times to different service providers.

Often women will not present to specialist services when they have experienced violence, nor will they report the incident to the police. Whenever a woman seeks assistance professionals should be alert to the fact that she may be a victim of violence and should be aware of relevant services that can offer support and assistance.

Responses to men who are perpetrators should also be delivered in an integrated manner, coordinated with existing violence against women services. This not only helps to ensure a holistic approach but assists in protecting the safety of women and children and ensures that programs delivered are consistent with violence against women services.

Linkages between the violence against women and child protection services should be enhanced. Strategies that address issues of violence against women, but do not address issues of children's safety may place women and children at further harm.

Health services are an important part of the care and support provided to women and need to be well integrated with the delivery of support and legal services. CEAVAW will support the implementation of the *Interagency Guidelines for Responding to Adult Victims of Recent Sexual Assault*, aimed at providing a consistent and integrated response.

Women should not become homeless due to violence. Consultations with stakeholders raised issues of the difficulties women have accessing housing programs. There should be a clear understanding across all services of the policies and procedures for women accessing housing services.

Numerous departments have responsibility for providing and funding services that support women. It is important that Government departments have a collaborative approach in the response to violence against women. These strategies aim to coordinate existing initiatives in relation to support services, health services, housing and perpetrators services. Through working collaboratively pathways for women between services can be enhanced.

Enhancing the links between the domestic violence and sexual assault response by Queensland Government is a particular focus.

## Strategies

Produce guidelines for and participate at the policy and regional level in joint planning in relation to sexual assault and domestic violence programs

Develop guidelines for women under supervision of the Department of Corrective Services to access additional community services where necessary

Develop screening tools and referral mechanisms to assist the identification of issues of violence against women for clients who have contact with key departments. (Priority for the criminal justice system first 12 months)

Collaborate in the provision of 1800/1300 helplines and call centres

Work together to improve appropriate links between perpetrator programs, criminal justice agencies and violence against women services

Support the implementation of the *Interagency Guidelines for Responding to Adult Victims of Recent Sexual Assault*

Promote policies and develop guidelines for women who have experienced violence to access appropriate housing

## KEY AREA: Legal Services and Court Assistance

### Key Outcome:

#### **A more coordinated response to women engaged in the justice system as victims with a continuity of support, information and legal services**

The response by the justice system to violence against women is a crucial. Women who have been subjected to violence have various legal needs including information, advice and representation. There needs to be a continuity of support, assistance and information for women engaged as victims in the criminal justice system.

Victims of violence who are involved with the justice system also need access to information about the law, the progress of their matter and advice and information. Legal services should provide pathways to support services to ensure a coordinated response.

Victims involved in either civil or criminal proceedings require support and assistance throughout the court process. *The Report of the Taskforce on Women and the Criminal Code* called for improved advocacy for victims of violence in the criminal justice system. The

emphasis was on an advocate who would act as a consistent support figure through the legal proceedings. Continuity of care is an important feature of court support work. The Taskforce considered that a victim's experience of the criminal justice system is not helped by having different support workers at different stages.

A key issue raised by the Taskforce and various stakeholders has been that victims engaged in the criminal justice system often find it difficult to obtain information about the progress of their matter.

These strategies aim to address some of the current gaps in the justice system for access to information and pathways to support services.

### Strategies

Form a working group to develop proposals for a coordinated response to victims who are engaged in the civil and criminal justice system and investigate the feasibility of a victim's advisory unit

Form a working group to address the provision of court assistance services to domestic violence and sexual assault matters in a consistent manner

## KEY AREA: Planning and Policy

### Key Outcome:

**A more coordinated and consistent approach to policy development and planning in relation to violence against women and the engagement of community-based services in these processes**

Coordinated responses require support at a policy and planning level within government. The *Report on the Taskforce on Women and the Criminal Code* noted that while coordinated responses have developed at a community level, there has been a lack of policy development on this issue and no formal policy across agencies on a state-wide basis.

At a regional level, community organisations have led the development of coordinated responses in many areas. Central to these coordinated responses is usually a partnership between community based agencies with the Queensland Police Service, and sometimes with other key government agencies such as Community Corrections, Magistrates Courts and Office of the Director of Public Prosecutions. Except where formal protocols or memorandums of

understanding are developed, these partnerships are often based on informal relationships, development of goodwill and networking on behalf of key workers.

These strategies are aimed at encouraging a holistic approach and ensuring this is reflected in policy development, planning and program development.

There is also a need to ensure this occurs in partnership with community-based and regional government agencies at a local level. CEAVAW will focus on more active participation in policy development and evaluation of programs and services by community-based and regional government agencies.



## Strategies

Establish a Coordinating Committee and working groups with representatives from key government departments and community-based representatives to monitor the CEAVAW strategic framework

Investigate the feasibility of, and develop an appropriate model for, regional reference groups

Develop best practice processes for the engagement of women and community based services in policy processes for violence against women

Assist in the development of guidelines and protocols for regional coordination

Conduct an audit of the allocation of funds in relation to violence against women and develop guidelines for any future State budget bids in this area

Identify and promote priorities for enhanced data collection on violence against women

## KEY AREA: Prevention and Information Provision

### Outcome:

A greater awareness of and intolerance for violence against women in the Queensland community and more appropriate and informed responses by government and non-government agencies.

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
1. To work in an integrated way to reduce gaps and duplication in information provision in relation to violence against women	1.1 Participate in joint planning and development at a policy level of community education in domestic and family violence and sexual violence  (First 12 months priority of the criminal justice system, victims rights, COVA and Indigenous women)	OFW Health Families LAQ DATSIP EQ	Audit 2002 Plan 2002 Ongoing 2002-2005	Extent of collaborative initiatives in planning and delivery of training  Level of implementation of training initiatives that address identified gaps	Enhanced coordination in addressing community education	Department to provide information on collaborative planning of and delivery of community education  Community-based services to provide information in relation to collaborative planning of and delivery of community education

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
	1.2 Develop a database and collaborate in the production and distribution of information resources in relation to violence against women	EQ Families Health OFW QPS	Data base April 2002 guidelines by December 2002  Ongoing 2002-2003	Extent to which production and distribution of information resources address identified gaps  The level of compliance by government departments with guidelines for location and display	Reduction in the gaps and duplication in the production and distribution of information resources	Departments and community based services to report on production, distribution and display of materials
	1.3 Coordinate the planning, development and delivery of training to key Queensland Government officers and community-based services and develop guidelines for the inclusion of training in relation to violence against women in induction courses	OFW Health Families QPS JAG LAQ DATSIP MAQ EQ	Guidelines by December 2002  Ongoing 2002-2005	The level of compliance with guidelines in induction courses  The extent of collaborative activities in the development and delivery of training initiatives.	Enhanced collaboration in the development and delivery of training	Departments to report on collaborative activities  Departments to report on induction courses

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
	1.4 Collaborate in the planning and development of school resources and strategies for the promotion of respectful relationships, the prevention of violence and support for students affected by family violence	OFW Families Health JAG LAQ QPS EQ DCS	Guidelines by December 2002  Ongoing 2002-2005	The extent of collaborative activities in the development and delivery of anti-violence initiatives at a policy level  The level of satisfaction of key departments with collaborative activities  The level of satisfaction of schools and community based agencies with collaborative activities	Enhanced collaboration in the planning, development and delivery of anti-violence education initiatives	Information from departments on collaborative activities  Information on policy support for school/community agency alliances  Information from community services on collaborative activities

## KEY AREA: Pathways for Women between Support Services

### Outcome:

A more holistic response to violence against women and clearer pathways for women between a range of support services

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
2. To enhance pathways for women between Queensland Government services in relation to violence against women	2.1 Produce guidelines for and participate at the policy and regional level in joint planning and in relation to sexual assault and domestic violence programs	OFW Families Health	Service Level Agreement by December 2002  Ongoing 2002-2005	Number/type of joint planning activities at a policy level  Number/type of joint planning activities at a regional level  Extent of the production of joint strategic plans	Enhanced integration between the delivery of sexual assault and domestic violence services to women	Departments to provide feedback on joint planning activities  Community-based services to provide reports via service agreements on joint planning activities
	2.2 Develop guidelines for women under supervision of the Department of Corrective Services to access additional community services where necessary	OFW Families Health DCS	Service Level Agreement by December 2002  Ongoing 2002-2005	Extent of adoption of guidelines	Increased access to specialist services for women under supervision of corrective services	Departments to report on the production of guidelines

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
	2.3 Develop screening tools and referral mechanisms to assist in identifying issues of violence against women for clients who have contact with key departments  (Priority for the criminal justice system first 12 months)	Families Health JAG LAQ DCS QPS OFW	Screening tools by December 2002  Ongoing 2002-2005	Extent to which screening tools are used	Improved identification of violence issues and pathways to support services	Random sample file audit for criminal justice agencies
	2.4 Collaborate in the provision of 1800/1300 helplines and call centres	Families Health OFW LAQ	Service Level Agreement by December 2002  Ongoing 2002-2005	Level of participation by key departments in collaborative activities  Progressive implementation of agreed coordination mechanisms  Level of satisfaction by key agencies with coordination mechanisms	Increased collaboration between 1800/1300 helplines and call centres	Departments to report on collaborative activities  Survey feedback

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
	2.5 Work together to improve appropriate links between perpetrator programs, criminal justice agencies and violence against women services	Families Health DCS QPS JAG OFW	Service Level Agreement by December 2002  Ongoing 2002-2005	Extent of adoption of the guidelines	Enhanced coordination and consistency in the delivery of violence against women and perpetrator services	Departments to report on joint planning  Community based services to report on collaborative activities
	2.6 Support the implementation of the Interagency Guidelines for <i>Responding to Adult Victims of Recent Sexual Assault</i>	OFW Health QPS JAG	Guidelines by December 2002  Ongoing 2002-5	Extent to which locally developed protocols are consistent with the Guidelines	Enhanced consistency and integration in the response to sexual assault.	Departments to report on development of protocols
	2.7 Promote policies and develop guidelines for women who have experienced violence to access appropriate housing	Housing Families Health QPS OFW	Guidelines by December 2002  Ongoing 2002-2005	Extent of joint planning between key departments  Level of satisfaction of housing and women's services with the collaborative activities	Increased promotion of policies and guidelines for women accessing appropriate housing outcomes	Departments to report on joint planning activities  Regional housing services and community based women's services to report on joint training activities

## KEY AREA: Legal Services and Court Assistance

### Outcome:

A more coordinated response to women engaged in the justice system as victims with a continuity of support, information and legal services

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
3. To enhance the coordination of legal and court assistance responses to women	3.1 Form a working group to develop proposals for a coordinated response to victims engaged in the civil and criminal justice system and investigate the feasibility of a victims' advisory unit.	QPS JAG LAQ DCS OFW DATSIP	Proposal by MARCH 2003  Ongoing 2002-2005	Proposal submitted by working group by MARCH 2003	Enhanced coordination between the criminal justice agencies in response to women who are victims of violence	Key departments to report on working group and proposal
	3.2 Form a working group to address the provision of court assistance services to domestic violence and sexual assault matters in a consistent manner	Families JAG LAQ Health OFW	Proposal/s by MARCH 2003  Ongoing 2002-2005	Proposal submitted by working group by MARCH 2003	Increased access to consistent and appropriate court assistance for women	Key departments to report on working group and proposal

## KEY AREA: Policy and Planning

### Outcome:

A more coordinated and consistent approach to policy development and planning in relation to violence against women and the engagement of community-based services in these processes

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
4 To have a coordinated approach to planning and policy development in relation to violence against women	4.1 Establish a Coordinating Committee and working groups with representatives from key government departments and community-based representatives to monitor the CEAVAW strategic framework	OFW All key depts	Ongoing 2002-2005	Level of participation by key departments and agencies in quarterly meetings and working groups	Enhanced coordination of the Queensland Government response to violence against women	Annual report to Premier and Women's Minister
	4.2 Investigate the feasibility of and develop an appropriate model for regional reference groups	OFW DATSIP All key depts	Proposal March 2003 Ongoing 2002-2005	Proposal submitted by MARCH 2003	Enhanced engagement of women and community based services in the policy process for violence against women	OFW and key departments to report on development of proposal/s

OBJECTIVES	STRATEGIES	DEPTS	MILESTONES	INDICATORS	OUTCOMES	DATA SOURCE
	4.3 Develop best practice processes for the engagement of women and community based services in policy processes	OFW All key depts	Ongoing 2002-2005	The extent of satisfaction of community based services in their participation in the policy process	Enhanced engagement of women and community based services in the policy process	Community based services to report on their level of satisfaction
	4.4 Assist in the development of guidelines and protocols for regional coordination	OFW All key depts	Guidelines by December 2002 Ongoing 2002-2005	The extent of interagency protocols in place at a regional level	Increased coordination between government and community-based agencies in response to violence against women	Key departments and community-based services to report on development of guidelines
	4.5 Conduct an audit of the allocation of funds in relation to violence against women and develop guidelines for any future budget bids in this area	Families Health OFW Treasury	Guidelines by December 2002 Audit December 2002 Ongoing 2002-2005	Extent to which government departments use guidelines in development of future Budget Bids	Enhanced coordination in the planning and allocation of resources in relation to violence against women	Key government departments to report on how Budget bids developed
	4.6 Identify and promote priorities for enhanced data collection across key departments on violence against women	OFW All key depts	Ongoing 2002-2005	Extent to which identified priorities are implemented by key departments	Enhanced data collection across government	Key government departments to report on data collection

\*Key Departments include: OFW, EQ, Families, Health, DATSIP, Treasury, JAG, LAQ, DCS, QPS, MAQ, Housing, Premier and Cabinet

## CONCLUSION: Where to from here?

The response to and prevention of violence against women is ongoing and involves a wide range of government and community-based agencies. The CEAVAW project aimed to provide an overview of initiatives as they fall under the roles and responsibilities of key Queensland Government departments, and to provide strategic direction for their enhanced coordination.

### Supporting and Learning from Coordinated Community Responses

Queensland Government must support the coordinated activities occurring at a local level. They can provide direction for government in collaborative and coordinated initiatives. The mechanisms used to develop and implement responses can also be relevant for integration into policy, planning and program development. Regional models are often innovative responses to violence against women by those services that work with the issue and can inform the development of policy. Below are some of the major features of some of these models. *(More detail about the models of these coordinated responses is provided in Appendix 1).*

### Common characteristics of coordinated community responses include:

They have membership of the following community-based and regional government agencies:

- Regional Domestic Violence Service;
- Sexual Assault Service;
- Domestic Violence Court Assistance Service;
- Office of the Director of Public Prosecutions;
- Queensland Police Service;
- Community Corrections;
- Women's Refuge;
- Department of Families;
- Magistrates Court; and
- Legal Aid Queensland.

Mechanisms promoting coordination include:

- A shared philosophy and practice approach;
- Case management approaches that support sharing of information between agencies;
- Protocols and procedures for interagency work;
- The identification of roles and responsibilities of key partners;
- Coordinating Committees to monitor response and develop procedures and policy;
- Interagency information resources; and
- Joint Planning and review:

## What is needed by Government

To achieve real improvements for women there must be endorsement for coordination and collaborative efforts across Queensland Government departments. Current coordination must be supported and promoted at a policy, program and regional level to be effective. Strong links between the regional, program and policy levels are also needed to ensure the effective policy and program development.

### Policy

At a policy level the approach may include:

- A shared strategic direction;
- Shared vision, definitions, principles across Government agencies;
- An clear identification of the roles and responsibilities of each Government agency;
- Commitment at the most senior level of departments towards coordinated and collaborative initiatives;
- Common ownership across agencies of anti violence against women outcomes;
- Measurement of performance in preventing and responding to violence against women under common objectives, outcomes and indicators; and
- Joint reporting on common outcomes and indicators to relevant CEO/Ministerial groups.

### Example:

#### **The Interagency Guidelines for Responding to Adult Victims of Recent Sexual Assault**

Three departments with primary responsibility for responding to adult victims of sexual assault, Queensland Health, the Queensland Police Service and the Office of the Director of Public Prosecutions (within the Department of Justice and Attorney-General) developed the Interagency Guidelines. They define the roles and responsibilities of key departments and outline procedures for dealing with an initial complaint made by a victim through to medical examination and treatment, counselling, investigation and prosecution.

### Program

At a program development and implementation level the approach may include:

- Joint and collaborative planning processes;
- Promotion of whole-of-government budget processes;
- Promotion of multi-service responses;
- Greater budgetary flexibility with different departments pooling resources;
- Collaboration between departments on accountability requirements for services;
- Joint evaluations of program responses; and
- Appropriate allocation of resources to support coordination.

**Example:****Healing Centres**

The Department of Families will provide funding for Healing Centres in Aboriginal and Torres Strait Islander Communities to respond to the impact of violence and crime. These services will be multi-purpose, addressing a broad range of issues impacting on families and individuals and will be integrated at the local level with other key services. The structure is flexible and will depend on local communities.

**The Domestic Violence Initiative**

Queensland Health has established this initiative in recognition of the health impact of domestic violence. Routine, universal screening of women for violence occurs in antenatal and emergency departments in public hospitals across the State. Staff are trained on the nature of domestic violence as well as identifying issues of violence and making appropriate referrals to specialist services.

**Regional**

At a regional level the approach may include:

- Participation in local coordinated responses;
- Prioritising these coordination activities in planning activities;
- Commitment by senior regional management to participation in coordinated responses;
- Monitoring of performance in preventing and responding to violence against women at a local level;
- Joint planning between programs;
- Flexibility: because models of coordination will vary according to local needs and communities; and
- A preparedness to participate in community driven approaches.

**Example:****The Queensland Police Service and the Logan Integrated Response to Domestic Violence**

The Queensland Police Service applied through the Department of Housing's Community Renewal Program for funds to implement an Integrated Response in Logan. In collaboration with other community-based and regional government services in Logan a model to develop a coordinated response to domestic violence was developed. Phase One of the model involved the implementation of a Fax-Back Project where the regional domestic violence service (The Working Against Violence Support Service) and the Queensland Police Service would work as key partners to provide a response to women. Funding was received from Community Renewal and was used to employ a Fax-Back worker located at the Regional Domestic Violence Service.

**Community Corrections and the Gold Coast Domestic Violence Integrated Response**

Community Corrections at the Gold Coast provides a perpetrator program in collaboration with the Gold Coast Domestic Violence Integrated Response (GCDVIR). This is a court mandated 26 week program for men on correction orders. It is based on the Duluth Men's Program. The GCDVIR is a collection of both community-based and regional government agencies which provide a multi-agency response to domestic violence. In developing the men's perpetrator program, there was extensive discussion around how services could work collaboratively to prioritise the safety of the female partners and their children. In conjunction with Community Corrections, the Domestic Violence Service and the Integrated Response Committee, extensive pre-group assessments of the men are conducted. These determine risk factors and suitability for the group. Women's counsellors have extensive ongoing involvement.

## Promoting Partnerships in the Delivery of Coordination

Coordination in the response to violence against women involves a partnership between the community-based and regional government agencies that deliver services. For a coordinated approach to be effective there must also be the engagement of community-based and regional agencies in the policy process for violence against women.

Activities that can be promoted at a regional level include:

- Developing protocols for coordination between community-based and regional government agencies;
- Gathering information on local issues and needs;
- Identifying priorities for funding;
- Overseeing, monitoring and evaluating local coordination;
- Participating in the monitoring and evaluation of policy;
- A bottom-up input into planning and policy that provides for strong two-way communication between the central and regional levels of government;
- Advocacy for policy development; and
- Developing local area plans, participating in joint planning and setting joint strategic directions.

### The Cape York Justice Study

The recently completed *Cape York Justice Study* has produced a strategy to reduce breaches of the law, alcohol and substance abuse and protect members of the Cape York Communities from violence, particularly women, children and the aged. The strategy promotes the development of local action plans developed by community in collaboration with Government representatives.

### Flexibility: Responding to Communities

There is a diverse range of communities in Queensland and a need for flexible and community-driven approaches. Models that may work in metropolitan areas where there are numerous services and relatively small geographical distances to cover may not work in more rural and remote areas.

There must be particular flexibility and a community driven approach in Aboriginal and Torres Strait Islander communities. Many Gulf and Cape communities have a distinct lack of even the most basic services that would respond to violence against women such as police stations, hospitals, women's shelters or courthouses.<sup>4</sup> The *Cape York Justice Study* noted that the innovative coordinated community responses to violence do not appear to have been implemented in the remote areas of Cape York. Where they are developed, models of coordination, procedures and protocols must be developed and delivered by Aboriginal and Torres Strait Islander communities.

---

<sup>4</sup> Legal Aid Queensland 2001, *The Northern Outreach Project: A Client Needs Survey of Aboriginal and Torres Strait Islander Communities in Cape York Peninsula and the Gulf of Carpentaria*.

## Responding to Violence Against Women

Coordination, multi-agency, whole of government and integrated approaches are utilised for a range of social issues including crime prevention approaches, drugs strategies, homelessness and child protection. It is important to remember the specific nature of violence against women when developing coordinated responses in this area. Philosophical frameworks and strategies that will promote the empowerment of women must be integrated into coordinated initiatives.

Elements that must be incorporated in a coordinated approach to violence against women include:

- Preventing and responding to a culture where violence against women is seen as acceptable;
- Challenging constructs of masculinity and femininity that work to disadvantage and discriminate against women;
- Challenging concepts of relationships that accept abusive behaviours; and
- Ensuring women are included and that the process leads to their further empowerment.

The outcome must be enhanced responses to women who have been subjected to violence and the improved prevention of violence against women. All women are entitled to live in a society that is safe and free from violence. Without this assurance women cannot participate equally in society or reach their full potential as people.

## Where To From Here?

The CEAVAW Strategic Framework will be monitored and implemented through a Interdepartmental Committee and special purpose working groups involving key departments and representatives of community-based services. It will review the Action Plan at key intervals, set strategic directions and review effectiveness. Through the Office for Women CEAVAW will also work to ensure the enhanced engagement of key community-based and regional government agencies in the policy process for violence against women.



## References

- Abuse Free Contact Group 2000, *An Unacceptable Risk: A Report on Child Contact Arrangements Where There is Violence in the Family*, Women's Legal Service.
- Anti Discrimination Commission Queensland, *Sexual Harassment - Your Rights and Responsibilities*.
- Australian Bureau of Statistics 1996, *Women's Safety Survey*, Cat. no.4128.0.
- Bagshaw, D. and Chung, D. 2000 *Women, Men and Domestic Violence*, University of South Australia.
- Brisbane Sexual Assault Service, *After Sexual Assault*.
- Brisbane Sexual Assault Service, *Brisbane Sexual Assault Service*.
- Busch, R. and Robertson, N. 1993 *What's Love Got To Do With It? An Analysis of an Intervention Approach to Domestic Violence*, University of Waikato, New Zealand. [www.waikato.ac.nz/law/wlr/1993/article5-busch.html](http://www.waikato.ac.nz/law/wlr/1993/article5-busch.html)
- Cook, B. David, F. and Grant, A. 2001, *Sexual Violence in Australia*, Australian Institute of Criminology Research and Public Policy Series, No.36.
- Criminal Justice Commission 1999, *Reported Sexual Offences in Queensland*.
- Department of Corrective Services 2000, *Profile of Women Offenders Under Community and Custodial Supervision in Queensland*, Women's Policy Unit.
- Domestic Violence Prevention Unit 2000, *Literature Review on Models of Coordination and Integration of Service Delivery*. Western Australian Government.
- Domestic Violence Resource Centre, *Understanding Domestic Violence*.
- Eddelson, J. 1999, 'The Overlap Between Child Maltreatment and Woman Battering', *Violence Against Women* 5 (2) Feb.
- Gold Coast Domestic Violence Service 2001, *Gold Coast Domestic Violence Integrated Response: A Multi-Agency Response to Domestic Violence*.
- Government Statistician's Office 1996, *Crime and Safety Trends in Queensland, Survey Findings From 1975-1995*.
- Hague, G. 1998, 'Interagency Work and Domestic Violence in the UK', *Women's Studies International Forum*, vol.21. No.4.pp.441-449.
- Healy, K. 1996, 'Balancing justice and connection: Exploring a community response to young mothers' in C. Alder and M. Baines (eds) *And When She Was Bad? Working with young women in juvenile justice and related areas*, NCYS Hobart.
- Helen Twohill Consulting 2001, *Evaluation of the Wynnum Coordinated Community Response to Domestic Violence Pilot Project*.
- Hillard, PJA. 1985, 'Physical Abuse in Pregnancy', *Obstetrics and Gynaecology*, 66.
- Holder, R. 2001, *Domestic and Family Violence: Criminal Justice Interventions*, Australian Domestic and Family Violence Clearinghouse Issues Paper 3.
- House of Representatives Standing Committee on Employment, Education and Training 1994, *Sticks and Stones: Report on Violence in Australian Schools*, Canberra.

Office of the Government Statistician 2000, *Crime and Justice Statistics Queensland, 1998-1999*, Brisbane.

Laing, D. 2000, 'Children, young people and domestic violence', *Australian Domestic and Family Violence Clearinghouse*.

Logan River Valley Integrated Community Response to Domestic Violence, *What is the Logan River Valley ICR?*, Information Sheet.

Office of Economic and Statistical Research 2001, *Violence Against Women Data Inventory*, Queensland Government.

Partnerships Against Domestic Violence 2000, *Working With Men*, MetaEvaluation Bulletin #3.

Partnerships Against Domestic Violence and National Crime Prevention 2001, *Young People and Domestic Violence: National Research on young people's attitudes and experience of domestic violence*, Canberra.

Queensland Domestic Violence Taskforce 1988, *Beyond These Walls: Report of the Queensland Domestic Violence Taskforce*.

Office of the Government Statistician 2000, *Crime and Justice Statistics Queensland 1998-99*, Queensland Government.

Queensland Government 2000, *The Report of the Taskforce on Women and the Criminal Code*.

Queensland Government 1999, *The Aboriginal and Torres Strait Islander Women's Task Force on Violence Report*.

Queensland Government 2001, *The Cape York Justice Study*.

Queensland Government 2000, *Report of the Responses to Domestic Violence*.

Queensland Government Statisticians Office 1998, *Violence in the Family*, Brisbane.

Queensland Police Service 2000, *Annual Statistical Review, 1999-2000*.

Laing, L. 2000, 'Children, young people and domestic violence', *Australian Domestic and Family Violence Clearinghouse*, Issues Paper 2.

Legal Aid Queensland 2001, *The Northern Outreach Report: A Client Needs Survey of Aboriginal and Torres Strait Islander Communities in Cape York Peninsula and the Gulf of Carpentaria*.

MIMs and Associates 1998, *Domestic Violence and Women With Disability Project*, Families, Youth and Community Care Queensland.

MINCAVA – the Minnesota Center Against Violence and Abuse, 'Evaluating Coordinated Community Responses to Domestic Violence', Violence Against Women Office, Department of Justice and University of Minnesota. [www.vaw.umn.edu/Vawnet/ccr.htm](http://www.vaw.umn.edu/Vawnet/ccr.htm).

Mouzos, J. 2001, *Homicide in Australia 1999-2000*, Australian Institute of Criminology.

Muccigrosso, L. 1991, 'Sexual Abuse prevention Strategies and Programs for Persons with Developmental Disabilities', *Sexuality and Disability*, Vol. 9, No.3.

National Crime Prevention 1999, *Living Rough: Preventing crime and victimisation among homeless young people*, Commonwealth Government.

Office of Women's Policy 1999, *A Social and Economic Profile of Women in Queensland*, Queensland Government.

Status of Women Canada 1998, *Report by the Government of Canada to the UN Commission on Human Rights*.

Siggins Miller Consultants 2001, *Report on system options for delivering domestic and family violence responses statewide*, A report to the Queensland Department of Families.

Tomison, Adam M. 2000, 'Exploring family violence-link between child maltreatment and domestic violence', *National Child Protection Clearinghouse Issues Paper*.

United Nations General Assembly 1993, *Declaration on the Elimination of Violence against women*.

Urbis Keys Young 2001, *Research Into Good Practice Models to Facilitate Access to the Civil and Criminal Justice System by People Experiencing Domestic and Family Violence*, Office of the Status of Women. (unpublished at time of printing)

Webster, J. Sweet, S. Stolz,TA. 1994, 'Domestic Violence in Pregnancy. A prevalence Study', *Med J Aust*, 161: 466-70.

Webster, J. Chandler, J. Battistutta, D. 1996, 'Pregnancy Outcomes and Health Care Use: Effects of Abuse' *American Journal of Obstetrics and Gynaecology*, Feb.

WWILD-SVP, *Vulnerability of Women With Intellectual and Learning Disabilities to Sexual Violence*, Information Sheet#2.

WWILD-SVP, *Statistical Research*, Information Sheet#5.

WWILD-SVP, *The Legal Process Barriers and Difficulties for Women with Intellectual and Learning Disabilities*, Information Sheet#6.

Women's Legal Service, *Stalking: A Legal Resource for Women*.

Womens Services Network (WESNET) 2000, *Domestic Violence in Regional Australia: a literature review, A report for the Commonwealth Department of Transport and Regional Services under the Partnerships Against Domestic Violence Program*, Commonwealth of Australia.

Yelangi Pre-school and Kindergarten, 2001, *Strategic Plan 2001-2006*.

## APPENDIX ONE: Models of Coordination

This section contains a brief overview of some models of coordinated responses to violence implemented at a local level in Queensland. These models include:

- **Combined Women’s Crisis Services Gold Coast Inc.**
- **Gold Coast Domestic Violence Integrated Response**
- **The Dovetail Coordinated Response, Townsville**
- **The Logan River Valley Integrated Community Response to Domestic Violence**
- **Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women**
- **Yelanghi Preschool and Kindergarten**
- **Coordinated Community Response to Domestic Violence, Wynnum Pilot Project**

### Combined Women’s Crisis Services Gold Coast Inc.

#### Description

Combined Women’s Crisis Services Gold Coast provides a holistic response to violence against women by incorporating key agencies under a common organisational umbrella. The following services are incorporated:

- Domestic Violence Service Gold Coast;
- Sexual Assault Support Service; and
- Macleod Women’s Refuge.

The sexual assault service, domestic violence service and the women’s refuge participate in joint planning and training activities. There is one management committee for three services. This results in a high level of coordination between the two services and a collaborative approach to service delivery, community education and training.

Funding from Queensland Health and the Department of Families and from the Supported Accommodation Assistance Program enables the employment of over 20 staff to provide a diverse range of services and programs.

#### Benefits

The Coordinators of these agencies describe some of the benefits of this coordination as being:

- enhanced professional support between the coordinators and workers within the different services;
- enhanced service coordination; and
- a broader perspective and knowledge across all aspects of violence against women.

#### Mechanisms for Coordination

The following mechanisms form part of this coordination:

- shared philosophy and practice approach;
- integrated planning between the three agencies;
- central management committee; and
- case management policies that support the sharing of information across the three agencies.

**Contact: GOLD COAST DOMESTIC VIOLENCE SERVICE**  
**GOLD COAST SEXUAL ASSAULT SERVICE**

**Telephone: (07) 5591 4222**  
**Telephone: (07) 5591 1164**

## Gold Coast Domestic Violence Integrated Response

### Description

The Gold Coast Domestic Violence Integrated Response Project (GCDVIR) is a multi-agency response to domestic violence, which is focused on providing coordinated, appropriate and consistent responses to domestic violence within a justice reform model.

The GCDVIR integrates the response of the following key government and non-government agencies:

- the Queensland Police Service;
- Community Corrections;
- Macleod Women's Refuge;
- Sanctuary Seven Women's Refuge;
- Majella House Women's Refuge;
- The Department of Families;
- Domestic Violence Service Gold Coast;
- Magistrate's Court Registry; and
- Sexual Assault Support Service.

### Key Strategies

The following key strategies have been developed by the GCDVIR:

- **Fax-Back Project**

The Fax-Back Project is a partnership between the Gold Coast members of the Queensland Police Service and the Domestic Violence Service. A Memorandum of Understanding has been developed between the Queensland Police Service and the Domestic Violence Service which outlines the role and commitment of the Queensland Police Service to the project.

- **The Court Assistance Program**

As a result of inter-agency cooperation between the Magistrates Court and key agencies a specified Domestic Violence Court Office is now located in the Southport Magistrates Courthouse. This office is staffed with a full time court assistance worker.

- **Men's Perpetrator Program**

The Men's Perpetrator Program is a mandated educative program developed specifically for men who have used violent or abusive behaviours in their relationships and are on correction orders. It is a 26 week program based on the Duluth men's program. In developing the men's perpetrator program, there was extensive discussion around how services could work in a collaborative approach that prioritised the safety of the female partners and their children. In conjunction with Community Corrections, Domestic Violence Service and the Integrated Response Committee, extensive pre-group assessments for the men were developed to determine risk factors and suitability for the group. The women's counsellors remain extensively involved.

### Mechanisms

The GCDVIR was developed from a broad-based community forum

- An integrated coordinating committee;
- Cross-agency protocols for all agencies on the GCDVIR;
- Cross-agency training;
- Cross-agency development of strategies;

- Yearly review and strategic planning;
- Briefing meetings with the Assistant Commissioner of Police;
- Monthly meetings between the Registrar of the Magistrates Court, court staff, police prosecutors and the domestic violence court assistance worker;
- Protocols and forms developed for inter-agency sharing of information (fax-back project); and
- An inter-agency Help Card.

## Benefits

The GCDVIR state that some of the benefits have included:

- Enhanced service responses to victims and their families;
- The more effective use of resources within agencies;
- Multi-agency participation in the redesign of the Southport Courthouse resulting in the establishment of one of the safest, most innovative and comprehensive specific domestic violence courts in Australia;
- A more consistent approach to dealing with violence across agencies;
- Greater transparency in police, courts and corrections processes;
- Greater accountability and information- sharing and clearer 'pathways' between different sections of the justice system;
- The link between the integrated response and the men's groups has been enhanced safety for women and children

**Contact: GOLD COAST DOMESTIC VIOLENCE SERVICE**

**Telephone: (07) 5591 1164**

## Dovetail: Townsville's Integrated Response to Domestic Violence

This integrated response works with local justice and support agencies to provide a network of support to both women and men. The overall aim of the Dovetail project is to ensure that wherever people in the Townsville region needing assistance present they will encounter a consistent response to issues of domestic violence.

The organisational structure consists of the Dovetail Steering Committee comprised of representatives from the Coalition on Criminal Assault in the Home (CoCAITH), the North Queensland Domestic Violence Resource Service (NQDVRS), the Police, Courts and a range of community-based agencies.

### Key Strategies:

- **A Men's Perpetrator Program**

The Perpetrator Education Program (PEP) is facilitated through the North Queensland Domestic Violence Resource Service (NQDVRS). The focus of this program is to allow perpetrators to confront and accept responsibility for their violence and to 'unlearn' violent behaviours.

- **Involvement of the Police and the Courts**

The police and the Courts are central to the integrated response. Representatives of both these systems are members of the Steering Committee and work closely with the project.

- **Assistance for Agencies in the development of domestic violence protocols**

The project has developed a philosophy and 'protocol guidelines' to assist services to develop their own domestic violence protocols that are also consistent with the philosophy of the Dovetail Integrated Response.

## Mechanisms

- A steering committee;
- Consistent philosophy adopted by all participating agencies and underpinning the project;
- A shared understanding of domestic violence;
- Protocols for domestic violence developed and monitored in participating community-based agencies;
- Monitoring of domestic violence protocols in the police and legal system agencies;
- Relationship building with the police and the legal system;
- Awareness raising strategies; and
- Advocacy for reform.

**CONTACT: NORTH QUEENSLAND DOMESTIC VIOLENCE RESOURCE SERVICE**  
**Telephone: (07) 4721 2888**

## The Logan River Valley Integrated Community Response to Domestic Violence

### Description

The *Logan River Valley Integrated Community Response to Domestic Violence* (“the ICR”) was formed in 1997, following community consultations involving services based in Logan City, North Gold Coast and Beaudesert Shire. The purpose of the ICR is to coordinate efforts of community groups responding to domestic violence to better “protect at-risk family members and hold perpetrators responsible for their behaviour”. While traditionally services have worked in isolation, leading to a fragmented response, the ICR facilitates collaboration amongst service providers.

The ICR integrates the response of the following key government and non-government agencies:

- Beenleigh Community Health;
- Domestic Violence Assistance Program;
- Lifeline Logan;
- Centre Against Sexual Violence;
- Youth and Family Service (Logan City) Inc;
- Multicultural Neighbourhood Centre;
- Logan West Contact Centre;
- Logan Community Corrections;
- Queensland Police Service;
- Women’s Legal Aid; and
- Working Against Violence Support Service (WAVSS).

### Key Strategies

Some of the following key strategies form part of the coordinated response of the ICR:

- **Fax Back for Aggrieved**

A four-phased model for responding to domestic violence was developed. The first phase of this model, *Fax-Back for Aggrieved*, received funding in 1999 and is currently operating from WAVSS Domestic Violence Service. *Fax-Back for Aggrieved*, which recently underwent an external evaluation, received an Australian Violence Prevention Award 2001 for its efforts to integrate the responses of Police and WAVSS to assist aggrieved persons (usually women) and their children.

- **Fax Back for Respondents**

*Fax-Back for Respondents*, the second phase of the model which responds to perpetrators of domestic violence, received funding in 2001 and operates from Youth and Family Service (Logan City) Inc. A worker has been employed to provide support to those who have perpetrated domestic violence.

### **Mechanisms:**

Some of the following mechanisms are utilised by the ICR:

- A steering committee or Core Group that meets on a monthly basis;
- Sub-committees for specific issues; and
- Memorandums of Understanding between key parties;
- Overseeing development and implementation of the four-phased model to respond to domestic violence;
- Cross agency planning;
- Promotional materials; and
- Cross agency training.

### **Benefits:**

The ICR report that some of the benefits have been:

- A more consistent and integrated approach to domestic violence at a local level;
- Clearer pathways for individuals between services;
- Increased safety of women and children experiencing domestic violence;
- Increased community awareness about domestic violence and available supports;
- Improved working relationships between agencies responding to domestic violence;
- Increased accountability of agencies responding to domestic violence;
- Pooling of ideas, information, skills and resources to develop more effective responses to domestic violence;
- Stronger group for lobbying about domestic violence issues and addressing domestic violence in the public arena; and
- Peer support and information sharing.

**Contact: WORKING AGAINST VIOLENCE SUPPORT SERVICE (WAVSS)**

**Telephone: (07) 3808 5566**

## Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women

Murrigunyah is an Indigenous women's service providing a holistic response to domestic, family and sexual violence. The Murrigunyah Women's Corporation is a member of the register of Aboriginal and Torres Strait Islander Corporations and works with the local community in Logan to provide support and opportunities for healing to recover from violence.

### Key Strategies:

Murrigunyah incorporates some of the following strategies in their model of service delivery.

- **Family Violence worker and Sexual Assault worker**

A family violence worker and a sexual assault worker are employed to respond to issues of domestic, family and sexual violence as part of a holistic response.

- **A Women's Group.**

This is a support group for women which is broadly aimed at providing healing activities and opportunities for Indigenous women who have been victims of violence. It is jointly run by the family violence and sexual assault workers and incorporates information sessions, lifeskills, computer skills and other activities to promote integration and healing.

- **A Men's Group**

A men's group is being established that will be overseen by a separate reference committee made up of both Murrigunyah representatives and other relevant workers including those from health and suicide prevention programs.

**Contact: MURRIGUNYAH, ABORIGINAL AND TORRES STRAIT ISLANDER CORPORATION FOR WOMEN**

**Telephone: (07) 3290 4254**

## Yelanghi Preschool and Kindergarten

The Yelanghi pre-school and kindergarten offers a holistic response to Indigenous children and their families, incorporating the skills of Elders, a community development worker and a social worker in the pre-school education of children. Central to the Yelanghi pre-school's approach is that pre-school education of Indigenous children cannot be considered in isolation from multiple and complex social problems such as family issues, poverty, health, housing, gambling, criminal behaviour, domestic violence, child abuse and neglect.

Funding is provided from a variety of sources including:

- Creche and Kindergarten;
- Department of Education;
- Training and Youth Affairs (DETYA);
- Queensland Health; and
- Department of Families.

Some of the aspects of the holistic approach of the Yelangi program include:

- **Indigenous Elders**

The involvement of the Elders is a key principle in the planning and delivery for the Yelangi community. Elders are involved in the care of the children, ensuring children have access to a range of needed services and play a protective role. The Elders are also respected and have authority so can play an important role for young mothers, offering support, assistance and guidance. They also provide story telling, singing songs and share life experiences and speak to people in communities on important issues.

- **The Community Development Worker**

The Community Development Worker works closely with the community on a range of cultural and social activities including the Language Project. This project is a broad program of activities which includes traditional and modern dancing, traditional and modern art, singing, Murri story-telling and yarn mornings as well as learning Indigenous languages.

- **Social Worker**

The Social Worker also provides counselling, assists clients to access services and works with mothers in difficult circumstances. The Social Worker is on a 24 hour call and has a casework approach with individuals and families, providing follow-up and ongoing assistance.

*“A general vision that has been a core ethic among many people who have worked for or been involved with Yelangi since the beginning, is to have Indigenous communities that are proud of their culture and can manage their own futures with happy, thriving children within a safe and secure world. Also to have children, who come through Yelangi, leave with a sense of independence, positive hope for the future, combined with a sense of responsibility towards themselves, their families and their communities.”<sup>1</sup>*

Contact: **YELANGI PRE-SCHOOL AND KINDERGARTEN**

Telephone: (07) 3371 3754

## Coordinated Community Response to Domestic Violence, Wynnum Pilot Project

### Description

The Coordinated Community Response to Domestic Violence Wynnum Pilot Project (CCRDV) is distinct from the other models in this section in that the project was funded for three years by the Brisbane City Council and the Department of Families. The model relies on an identified coordinator position to assist the day to day coordination of the project. There is also a specialist worker aggrieved (to provide court assistance) and a part time administration officer.

The Coordinated Community Response integrates some of the following agencies in the response to women:

- Wynnum Magistrates Court;
- Centrelink;
- Queensland Police Service;
- Redlands Domestic Violence Service;
- Community Corrections; and
- Kinnections.

---

<sup>1</sup> Yelangi Pre-School and Kindergarten, Strategic Plan 2001-2006. p3.

## Mechanisms

Protocols developed and implemented between participating agencies;

- Statements of Commitment from the Queensland Police Service and Community Corrections;
- Fortnightly meetings at the Wynnum Police Station;
- Information flyers and help cards;
- The CCRDV Project Team (Coordinator, Specialist Worker Aggrieved, Administration worker);
- Interagency training sessions;
- The Local Focus Group; and
- The CCRDV Steering Committee.

## Strategies

### • Court Support

The CCRDV provided for a specialist worker aggrieved position that provides support to women before the Court. Approximately 80-85 percent of women receive court support when they appear before the Wynnum court. The specialist worker aggrieved liaises with the Magistrates court staff to advocate for and obtain referrals for women.

### • Men's Program

The Men's program ran from Kinnections works in close collaboration with the CCRDV with open channels of communication. The Kinnections 'Living Without Domestic Violence Program' provides personal counselling and groups for men who recognise that abuse is an issue in their relationship and who wish to take responsibility for change. The group is run over 10 weeks and includes a focus on accepting responsibility for abusive behaviours and the effect of abuse on women and children. There was also a mandated men's perpetrator program ran in collaboration with Community Corrections.

## Evaluation:

At the completion of the pilot an evaluation found that without the funded coordinator's position the response would be unable to function at its current level of effectiveness.

The coordination function successfully contributed to activities such as:

- community-development activities;
- training and information sessions; and
- encouraging general community involvement in the pilot project.

The relational work of the coordinator was also found to be important, as the coordinator functioned as the welcoming public face of the project.

**Contact: COORDINATED COMMUNITY RESPONSE TO DOMESTIC VIOLENCE,  
WYNNUM PILOT PROJECT**

**Telephone: (07) 3348 3867**

## APPENDIX TWO: A Quick Guide to the Queensland Government Response to Violence Against Women

RESPONSE	PROGRAM	DEPARTMENT
<b>COMMUNITY EDUCATION/EDUCATION IN SCHOOLS/INFORMATION RESOURCES/TRAINING</b>	Community education on sexual violence	Health
	Community-based and hospital based sexual assault services Women’s Health Centres Sexual Crimes Investigations Unit	QPS
Community education on domestic violence	Community-based regional specialist domestic violence services	Families
	State-wide domestic violence services	
	Domestic Violence Prevention Branch	
	Domestic Violence Liaison Officers	QPS
	Legal Aid Queensland specialist units Community Legal Centres	LAQ

RESPONSE	PROGRAM	DEPARTMENT
Community education on victim's rights	Community legal centres	LAQ
	Specialist units in Legal Aid Queensland	
	Indigenous Liaison Officers, Integrated Indigenous Strategy	
	Call Centre and Indigenous Hotline	
	Victim Liaison Officers	ODPP
	Community Outreach workers	
	Community Justice Groups	DATSIP
	Victim of Crime Services	Families
Anti-violence and healthy relationship education in schools	Guidance Officers, Teachers	EQ
	School-based Nurses	Health
	School-based Police	QPS
	Community-based specialist domestic violence and sexual assault services	Families/ Health
Information resources on domestic violence	Community-based domestic violence services and state-wide services	Families
	Domestic Violence Prevention Branch	Families
	Domestic Violence Unit, Women's Legal Aid, Victims of Crime Compensation Unit	LAQ QPS
	Domestic Violence Liaison Program	
Information resources on sexual violence	Community-based and hospital-based sexual assault services	Health
	Sexual Crimes Investigations Unit	QPS

RESPONSE	PROGRAM	DEPARTMENT
Information resources on legal rights and the criminal justice system	Office of the Director of Public Prosecutions	JAG
	Domestic Violence Unit, Women’s Legal Aid, Victims of Crime Compensation Unit	LAQ
	Sexual Crimes Investigations Unit	QPS
	Domestic Violence Liaison Program	QPS
Training in relation to domestic violence	Community-based domestic violence services and state-wide services	Families
	Domestic Violence Prevention Branch	Families
	Domestic Violence Unit, Women’s Legal Aid, Victims of Crime Compensation Unit	LAQ
Training on sexual violence	Community-based and hospital-based sexual assault services	Health
	Sexual Crimes Investigations Unit	QPS
Cultural Awareness Training Indigenous Issues and protocols for consultation with Aboriginal and Torres Strait Islander people	DATSIP	DATSIP/ Families
	The Department of Families	
Culturally and Linguistically Diverse Issues including how to work with interpreters	Multicultural Affairs Queensland	Premiers

RESPONSE	PROGRAM	DEPARTMENT
<b>SUPPORT SERVICES/ HOUSING/ HEALTH SERVICES/ PERPETRATOR SERVICES</b> Support services for domestic violence	Community- based regional specialist domestic violence services	Families
	State-wide domestic violence services	
	Domestic and Family Violence Access and Support Service	
	Community-based generalist support services	Health
	Domestic Violence Initiative	
Support services for sexual violence	Community-based and hospital-based sexual assault services	Health
	State-wide sexual assault Helpline	
	Hospitals, Government Medical Officers, Mobile Women’s Health Nurses, Nurse Practitioners, General Practitioners	
Support services for women in prison	Community-based specialist services	Health
	Program Staff: Counsellors, Psychologists and Health Services	DCS
Support services for young women in schools	Guidance Officers, Teachers, Pastoral Care Workers	EQ

RESPONSE	PROGRAM	DEPARTMENT
Medical Treatment, collection of forensic evidence, information, prevention and treatment for sexually transmitted infection and pregnancy	Public hospitals, Government Medical Officers, General Practitioners, Sexual Assault Services, Nurse Practitioners, Mobile Women’s Health Nurses	Health
Housing	Women’s refuges and safe houses Priority Housing/Public Housing Community Rent Scheme Tenancy Advice and Advocacy Service Aboriginal and Torres Strait Islander Housing	Families/Housing Housing
Perpetrator Services	Community-based perpetrator services Programs in Correctional Centres Programs through Community Corrections	Families DCS

RESPONSE	PROGRAM	DEPARTMENT
<b>LEGAL SERVICES/ COURT ASSISTANCE</b>		
Legal assistance: information, advice and representation	Legal Aid	LAQ
	Community Legal Centres	
	Police Prosecutors	QPS
Information about the process of the civil and criminal justice system for complainants	Victim Liaison Officers	ODPP
	Concerned Persons Register	DCS
	Police Officers	QPS
	Domestic Violence Liaison Officers	
	Police Prosecutors	
Court Assistance for domestic violence matters	Domestic Violence Court Assistance Services	Families
Court Assistance for sexual assault matters	<i>There are no specific services funded for provision of court assistance in sexual assault matters but some of the following services do sometimes provide assistance</i>	
	Community-based and hospital based sexual assault services	Health
	Victims of Crime Services	Families

RESPONSE	PROGRAM	DEPARTMENT
<b>POLICY AND PLANNING</b>		
Policy development in relation to violence against women	Domestic Violence Prevention Branch	Families
	Office for Women	Premiers
	Women’s Health Policy Advisor	Health
	Social Development Policy Branch	DATSIP
	Queensland Domestic and Family Violence Council	Families
	Specialist community-based sexual assault and domestic violence services	Families/ Health
	State-wide domestic violence services	Families
	Peak bodies and networks of community-based specialist services	



**Queensland Government**

Department of the **Premier and Cabinet**