

Queensland says: not now, not ever, *together*

THIRD ACTION PLAN

of the Domestic and Family Violence Prevention Strategy
2019–20 to 2021–22



Queensland's reform program to
end domestic and family violence



Queensland
Government

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Message from the Premier and the Minister

Domestic and family violence is a terrible and complex social issue that has a profound impact on the wellbeing of Queenslanders. It affects all people across Queensland's community regardless of their age, gender, culture and circumstances.

Four years into Queensland's 10-year reform program, Queenslanders are more aware of the seriousness of the issue and the scale of the problem. Together, we are committed to ensuring lasting cultural change and creating a safer Queensland for generations to come.

While more remains to be done, we are having an impact. We are supporting those who are directly affected as well as friends, family, work colleagues and loved ones—emphasising the need for active bystander roles and workplace responses, and fortifying help and support services across Queensland.

Our high risk teams deliver integrated and culturally appropriate safety responses to those most at risk and their children. Expanded perpetrator intervention programs offer further options for rehabilitation. Specialist Domestic and Family Violence Courts provide a comprehensive approach to dealing with domestic and family violence. With a recognised need to address cultural change from an early age, Respectful Relationships Education is now available in schools across Queensland.

The Third Action Plan of our 10-year *Domestic and Family Violence Prevention Strategy 2016–2026* builds on the significant work of the reform program to date. It provides a blueprint for government and the community for the next three years to continue to deliver our common goal of keeping Queenslanders safe.

We know that many want to contribute to achieving this goal, and we commend and thank all Queenslanders who are taking positive action in their communities. Government cannot deliver a Queensland free from domestic and family violence without the commitment of community, business and everyday Queenslanders.

We also know change takes time. There is still much more work to be done to challenge the attitudes related to gender inequality—a key driver of domestic and family violence. We must unite as a community to continue to change the attitudes that underpin violence in intimate partner and family relationships.

Eliminating domestic and family violence is not an insurmountable challenge. With government, business and our community working together we will achieve our vision of a Queensland free from domestic and family violence.

Anastacia Palaszczuk MP
Premier and Minister for Trade

Di Farmer MP
Minister for Child Safety, Youth and Women and
Minister for the Prevention of Domestic and Family Violence



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Queensland's domestic and family violence reform

Domestic and Family Violence Prevention Strategy 2016–2026

Vision: A Queensland free from domestic and family violence

Foundational element one

A significant shift in community attitudes and behaviours is required.

Foundational element two

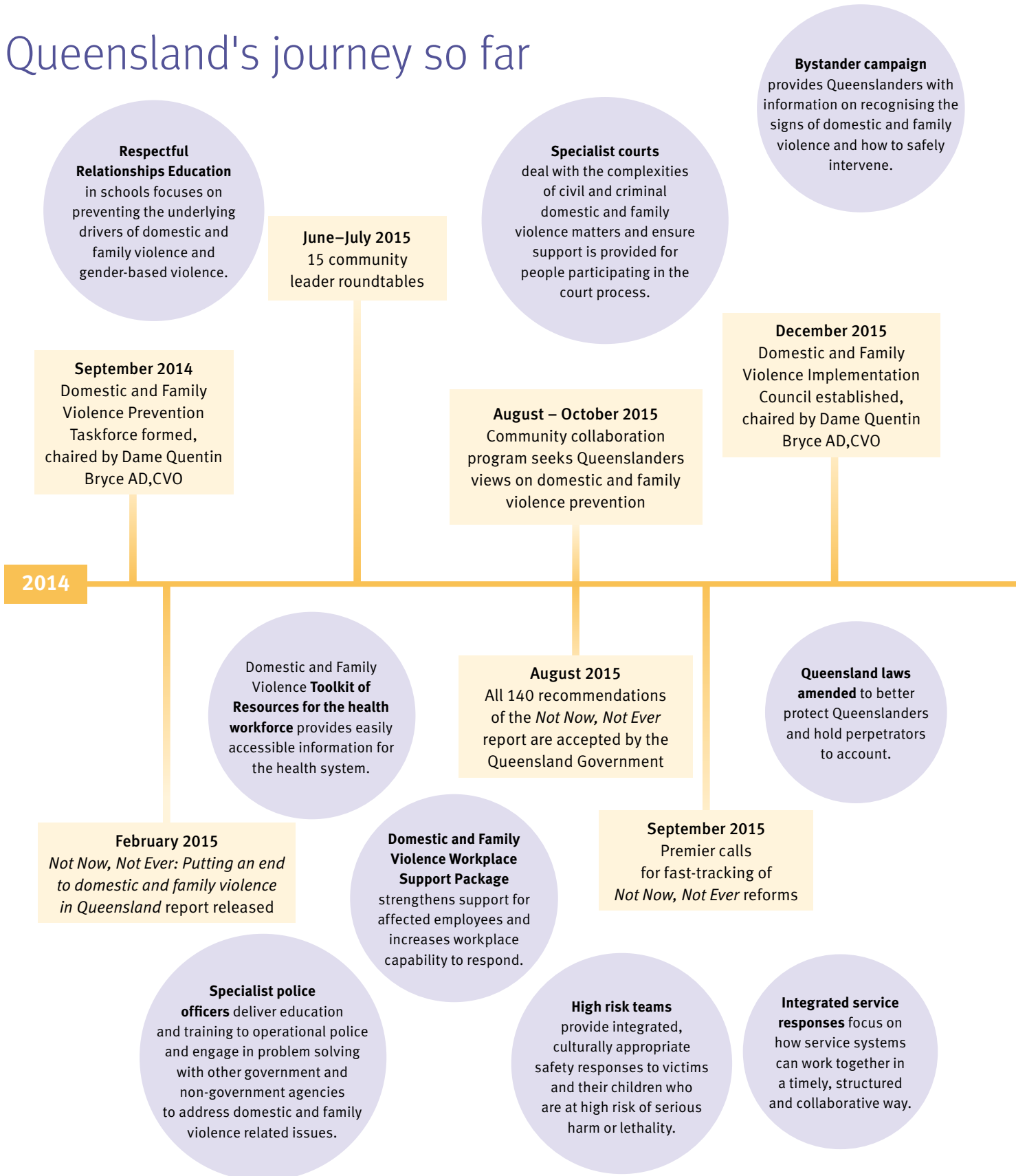
An integrated response system must deliver the services and support that victims and perpetrators need.

Foundational element three

The justice system response will be strengthened to prioritise victim safety and hold perpetrators to account.



Queensland's journey so far





Queensland invested \$328.9 million in domestic and family violence reform from 2015–16.

June 2017
Kay McGrath OAM is appointed as the new Domestic and Family Violence Implementation Council Chair

All Queensland Government departments have been **White Ribbon Workplace Accredited**.

Domestic, family and sexual violence services better support victims through **enhanced capacity and capability**.

February 2016
10-year *Domestic and Family Violence Prevention Strategy 2016–2026* released

Domestic and family violence general awareness campaign increases awareness and understanding of domestic and family violence, and promotes help and support services to Queenslanders.

January 2018
Evaluation framework for the *Domestic and Family Violence Prevention Strategy 2016–2026* released



February 2016
First Action Plan 2015–16 released

October 2016
Premier hosts Council of Australian Governments National Summit on Reducing Violence against Women and their Children

November 2017
Second Action Plan 2016–17 to 2018–19 released

New website provides victims of domestic and family violence with easy access to all information they need, when they need it.

May 2016
Aboriginal and Torres Strait Islander Advisory Group to the Domestic and Family Violence Implementation Council established

Additional **shelters providing crisis accommodation** provide immediate support for people affected by domestic and family violence across Queensland.

Youth domestic and family violence awareness campaign encourages young Queenslanders to recognise the signs of domestic and family violence, and promotes help and support options.

LGBTIQ+ domestic and family violence awareness campaign raises awareness of domestic and family violence within the LGBTIQ+ communities, and addresses stigma around reporting and seeking help.



Strengthening Queensland's domestic and family violence reforms: the Third Action Plan 2019–20 to 2021–22

Four years into the 10-year reform program, we have taken significant steps towards achieving a Queensland free from domestic and family violence.

The *Domestic and Family Violence Prevention Strategy 2016–2026* sets out that the Third Action Plan will strengthen the foundation of Queensland's reform efforts by:

- being focused on real action to address domestic and family violence
- continuing to evolve the Strategy to meet the needs of the community in the prevention of domestic and family violence
- seeking to further embed cultural change and system reform
- encouraging the move away from government-led action to community ownership.

The First and Second Action Plans responded to recommendations in the landmark *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland* report (the *Not Now, Not Ever* report).

These plans led to significant reform by:

- delivering awareness-raising initiatives to connect people experiencing domestic and family violence with support, and calling on all Queenslanders to take responsibility for intervening safely
- implementing integrated service responses and high risk teams in locations to deliver coordinated support to people experiencing domestic and family violence
- establishing specialist courts skilled in recognising and responding to the complexities of domestic and family violence
- enacting legislative changes to allow the justice system to more effectively respond to domestic and family violence.

There is more to do to build on the strong foundation that has been set, particularly for Queenslanders who may experience increased incidence and impacts of domestic and family violence.

The *Not Now, Not Ever* report and the *Domestic and Family Violence Prevention Strategy 2016–2026* (the Strategy) identified groups of people who, for various reasons, face either a higher risk of being subjected to this violence or face greater challenges in accessing support services to help them escape, or recover from, the violence. These include: Aboriginal peoples and Torres Strait Islander peoples; people from culturally and linguistically diverse backgrounds; people with disability; the elderly; people who identify as lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+); young people; and people from rural and remote areas.

The Queensland Government will encourage and enable the voices of survivors and children and other stakeholders so that their lived experience and on-the-ground realities help guide efforts to strengthen the reform program.



The actions in the Third Action Plan respond to evidence from evaluation of the reforms, the Domestic and Family Violence Implementation Council Annual Reports, the Domestic and Family Violence Death Review and Advisory Board Annual Reports, community consultations, and directly from those with lived experience of the service system through a Domestic and Family Violence Implementation Council event held in May 2019.

The Third Action Plan recognises the strengths and cultural wisdom of Aboriginal peoples and Torres Strait Islander peoples and embeds cultural perspectives and protective factors into existing and future actions to respond to domestic and family violence.

The signature actions in the Third Action Plan provide opportunities to reinforce and strengthen Queensland's domestic and family violence reform program by:

- partnering with business and community to strengthen responses to and prevention of domestic and family violence
- improving equity in access to services for Queenslanders most vulnerable to, and impacted by, domestic and family violence
- enhancing integrated service responses and service sector capacity to respond effectively to those who experience domestic and family violence from crisis to recovery
- increasing economic participation of, and access to safe secure housing for women affected by domestic and family violence and their children
- evolving the Specialist Domestic and Family Violence Court model
- embedding Respectful Relationships Education in Queensland schools.

The Third Action Plan complements a range of strategies intended to improve domestic and family violence systems and services. For example, the Commonwealth Government's *National Plan to Reduce Violence Against Women and Their Children 2010–2022* aims to make a real and sustained reduction in the levels of violence against women in Australia.

The Queensland Government is working together with the Commonwealth to develop the National Fourth Action Plan, which sets out a platform for action over the next four years, building on the evidence and experience from the previous three action plans.

The Queensland Government is also working in partnership with the community to develop a sexual violence prevention framework. This will provide a strong, cohesive and evidence-based approach to preventing and responding to all forms of sexual violence. Sexual violence can and does occur in intimate and family contexts. Therefore, it is important that domestic and family violence prevention and intervention services and systems can respond to sexual violence.

How does the Third Action Plan work?

The Third Action Plan sets out the actions for the next three years under the three foundational elements for reform, as outlined in the *Domestic and Family Violence Prevention Strategy 2016–2026*: changing community attitudes and behaviours; integrating service responses; and strengthening justice system responses.

For each foundational element there are **signature actions**. These signature actions are key features of this next stage of the reform program and respond to learnings to date about how we can most effectively eliminate domestic and family violence.

Each foundational element also contains **supporting actions** for the Third Action Plan. These supporting actions are activities to embed work already commenced under the Strategy and are intended to drive continuing progress towards our vision of a Queensland free from domestic and family violence.

The Third Action Plan also outlines the work that has been delivered to date.



Foundational element one: Changing community attitudes and behaviours

A significant shift in community attitudes and behaviours is required to end domestic and family violence in Queensland. Through our collective efforts, we will embed respectful relationships and a zero-tolerance approach to domestic and family violence so that everyone, everywhere in our community, feels safe, supported and protected.

Signature actions

- Develop a **corporate and community engagement framework** to strengthen community ownership of domestic and family violence prevention, and support the corporate community to effect cultural change by creating safe and aware workplaces and organisations.
- Establish a **domestic and family violence champions group** to guide cultural change across communities by activating local leaders to prevent and respond to domestic and family violence.
- Deliver a new **communication and engagement response** focused on raising awareness and understanding of domestic and family violence for all Queenslanders, and ensuring high **visibility of help and support services**.
- Continue to support schools to **embed Respectful Relationships Education** and build a culture of respect and gender equality by promoting a whole of school approach and building teacher capacity to deliver Respectful Relationships Education, one of those options being the Department of Education's Respectful Relationships Education program.





Supporting actions

- Embedding and driving public sector **workplace cultural change**, to promote the prevention of domestic and family violence and build capability to respond to all affected employees.
- Strengthening the **Queensland Social Survey** measuring community attitudes to domestic and family violence.

What we have delivered

- Invested \$9.3 million over four years to 2019–20 under the **Domestic and Family Violence Engagement and Communication Strategy 2016–2026**, with activity including raising awareness of domestic and family violence among all Queenslanders, youth and LGBTIQ+ communities and encouraging active bystanders.
- Empowered Queenslanders to promote cultural change through annual **Domestic and Family Violence Prevention Month** activities and the **Community Grants Program**.
- Delivered the Prep to Year 12 **Respectful Relationships Education Program** across Queensland schools and partnered with Our Watch to implement the **Respectful Relationships Primary Schools Pilot** in schools.
- Commissioned the **Queensland Social Survey** to measure Queensland community perceptions and attitudes associated with domestic and family violence.
- Released the **Workforce Support Package** for all Queensland workplaces to strengthen support for affected employees, including through adoption of domestic and family violence policies, and dedicated domestic and family violence leave for government employees.
- Implementing the **Queensland Women's Strategy 2016–2021** to achieve gender equality in Queensland.
- Implemented the **Domestic and Family Violence Media Guide** to support journalists in reporting on domestic and family violence incidents.



Foundational element two: Integrating service responses

An integrated response system is required to deliver the services and support that victims and perpetrators need, when they need them. An integrated service response is an innovative approach that ensures coordination of services and supports across government, non-government services and other community organisations from crisis to recovery.

We recognise that there are some Queenslanders who may face additional challenges and barriers to seeking support and protection. We are committed to enhancing service responses to meet the specific needs and challenges of all Queenslanders and ensuring our communication, support services and responses are accessible and culturally appropriate.

Signature actions

- Establish a new **workforce capacity and capability service** to support the domestic and family violence workforce across Queensland.
- Implement an enhanced **housing response** for individuals experiencing domestic and family violence, which is person-centered and responsive to housing and support needs through coordinated referrals, assistance and services.
- Provide employment and financial independence to support women affected by domestic and family violence to return to work through the **Skilling Queenslanders for Work** initiative.
- Develop a whole-of-government position statement that highlights the government's commitment to an **inclusive and equitable service system**.
- Implement *Queensland's Framework for Action to Reshape Our Approach to **Aboriginal and Torres Strait Islander Domestic and Family Violence***.
- Implement *Queensland's plan to respond to domestic and family violence against **people with disability***.
- Strengthen responses to address the impact of domestic and family violence on Queenslanders from **culturally and linguistically diverse** backgrounds.





Supporting actions

- Continue to embed **integrated service responses** to ensure Queenslanders affected by domestic and family violence receive quality and consistent support through a collaborative service system from crisis to recovery.
- Implement revised **practice standards** targeted at building the practice capacity of domestic and family violence services.
- Launch a **new quality framework** and monitor processes to support the delivery of perpetrator programs.
- Utilise evaluation findings to strengthen the role of **high risk teams** and the common risk and safety framework, including expansion of the Aboriginal and Torres Strait Islander cultural connector Senior Project Officers to ensure culturally appropriate responses.
- Embed the Queensland Police Service Cultural Change Program that promotes **best practice policing strategies** in response to domestic and family violence.
- Respond to the impact of **non-lethal strangulation** by:
 - » continued provision of evidence-based information to support understanding of, and responses to, presentations of non-lethal strangulation in health settings.
 - » examining the role of clinical forensic evidence in securing convictions for non-lethal strangulation in a domestic and family violence context.
 - » exploring data-linking opportunities between Queensland Health and the Queensland Police Service.
- A collaborative review and update of the Domestic and Family Violence **Toolkit of Resources for the health workforce** to respond to health sector need and to further promote safe and appropriate responses to perpetrators, people with disability, Aboriginal peoples and Torres Strait Islander peoples.
- Delivering an **information and resource guide for mental health, alcohol and other drug clinicians** on the available and appropriate resources for consumers of mental health, alcohol and other drug services, their families, carers and support persons, who have been identified as being at risk of violence, including domestic and family violence.
- Continue to deliver **LGBTIQ+ targeted initiatives**, including communication and engagement campaigns focused on raising awareness, removing stigmas around reporting and seeking help, and promoting help and support services.
- Continue to deliver **elder abuse prevention initiatives** and work with the Australian Government and other states and territories to implement the **National Plan to Respond to the Abuse of Older Australians**.
- Continue to deliver the **Queensland Government financial literacy program** to provide support including to individuals experiencing domestic and family violence to improve financial knowledge, build financial capacity and manage factors that contribute to financial difficulties.
- Review current responses to **children and young people** impacted by domestic and family violence to inform policy and program development.
- Continue to enhance behaviour change programs with a focus on **young people**.
- Ensure initiatives implemented consider the needs of Queenslanders in **regional, rural and remote** locations who experience domestic and family violence.
- Improve and maintain a **website** for victims and bystanders of domestic and family violence.
- Continue to embed **Women's Health and Wellbeing Support Services** to support survivors of domestic and family violence and sexual violence on their recovery journey.
- Develop a **suicide prevention framework** for implementation within domestic and family violence women's shelters.
- Continue to improve domestic and family violence responses in family support and child protection systems through **Supporting Families Changing Futures** reforms and initiatives.



What we have delivered

- Invested \$26.3 million over four years from 2015 to develop and strengthen **integrated service responses**, including trials in three locations that focus on how service systems can work together in a timely, structured and collaborative way.
- Established eight **high risk teams** to keep women and children safe while holding perpetrators to account. High risk teams consist of officers from multiple government agencies collaborating to provide integrated, culturally appropriate safety responses to women and their children who are at high risk of serious harm or lethality.
- Implemented a **Common Risk and Safety Framework and risk assessment tool** to support integrated service responses and high risk teams.
- Commenced the establishment of a **workforce capability and capacity building service**. This service addresses the capability development needs of the domestic and family violence sector to better enable organisations involved with service delivery to focus on client support.
- Developed a **Funding and Investment Model** to guide future investment in the domestic and family violence service system and to address gaps. This includes ensuring that investment is place-based and tailored to local need with a particular focus on improving responses in rural, remote and Aboriginal and Torres Strait Islander communities.
- Developed the Domestic and Family Violence **Toolkit of Resources for the health workforce** providing easily accessible information and referral options and embedding good practice responses in the health system.
- Strengthened the local, on the ground police response through the staged implementation of 24 additional **specialist domestic and family violence officers** and enhanced the **Queensland Police Referrals network** to ensure frontline officers can provide individuals, their families and carers the option of a referral to local service providers.
- Trialled and evaluated **innovative programs** specifically targeting fathers who expose their children to domestic and family violence, including Walking with Dads and Caring Dads.
- Trialled and evaluated a **new approach to working with young people** who are using abusive behaviours towards their mothers (ReNew).
- Delivery of a **new domestic and family violence shelter** in Roma, with plans underway to build new shelters in Caboolture, the Gold Coast and Charters Towers. Additionally, replacement shelters have been completed in Cherbourg with plans underway to replace existing shelters in Woorabinda and Pormpuraaw.
- Improved **frontline housing service delivery capability** to respond to domestic and family violence through statewide training.
- Trialled and evaluated a range of **new and emerging technologies** to help improve the safety of women and their children through the Keeping Women Safe in Their Home initiative.
- Delivered **initiatives for LGBTIQ+ Queenslanders** including training for sector services and a targeted communication and engagement campaign.



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- Revised **Queensland Language Services Guidelines**, including enhancing interpreter support in domestic and family violence court proceedings.
-
- Delivered an annual **elder abuse prevention campaign** aligned with sector activities around World Elder Abuse Awareness Day.
-
- Commissioned **two reviews** to examine the prevalence, characteristics and data relating to elder abuse in Queensland.
-
- Worked with the Australian Government and other states and territories to develop the **National Plan to Respond to the Abuse of Older Australians**.
-
- Implemented **statewide training** for domestic and family violence service providers across the state on suicide awareness and intervention.
-
- Delivered projects to address barriers facing victims of domestic and family violence when seeking or leaving **private rental accommodation**, including domestic and family violence toolkits regarding tenancy laws.
-
- Established new **Women's Health and Wellbeing Support Services** to support survivors of domestic and family violence and sexual violence on their recovery journey.
-
- Launched a **website** specifically for victims of domestic and family violence, offering a single point of access to information from across government and funded service providers so Queenslanders can get the information they need, when they need it.
-
- Participated in the **Safe and Together Addressing Complexity Project (STACY)**, an action research project examining the intersection of child protection, domestic and family violence, mental health and alcohol and other drugs to develop practitioner and organisational capacity to work collaboratively across services.
-



Foundational element three: Strengthening justice system responses

A strengthened justice system response will prioritise victim safety and hold perpetrators to account. It will ensure people affected by domestic and family violence have access to responsive advice and are supported to participate in court processes.

We are also progressing initiatives and reforming systems to ensure perpetrators receive appropriate sanctions and have access to culturally responsive assistance, education and tools to stop using violence.

Signature actions

- Evolve the **specialist Domestic and Family Violence Court model** in response to evidence and evaluation findings. Specialist courts currently operate at Southport, Beenleigh, Townsville, Mount Isa and Palm Island.
- Continue to strengthen responses to **hold perpetrators to account** and increase system accountability through the rollout of domestic and family violence perpetrator programs in correctional centres.

Supporting actions

- Strengthen justice responses through the findings of an 18-month evaluation of the Southport **Specialist Domestic and Family Violence Court**.
- **Enhance support for people involved in domestic and family violence court proceedings**, including promoting the use of the online application process for Domestic Violence Orders and strengthening **culturally appropriate responses for Aboriginal peoples and Torres Strait Islander peoples** involved in domestic and family violence proceedings.
- Continue to work with **Community Justice Groups** to co-design and implement a domestic and family violence response for communities.
- Explore opportunities for **perpetrator interventions**, including alternative interventions whilst perpetrators wait to attend men's behaviour change programs.
- Continue to work as part of the national Family Violence Working Group to provide advice to the Council of Attorneys-General on measures to **improve interactions between the federal family law and state child protection** and family violence systems.





What we have delivered

- Invested \$8.1 million over four years from 2018–19 to expand **Specialist Domestic and Family Violence Courts** across Queensland.

- Seven **Community Justice Groups** are delivering a local domestic and family violence response through the design and implementation of local place-based responses with Aboriginal and Torres Strait Islander communities in Mossman, Mornington Island, Cherbourg, Palm Island, Hope Vale, Woorabinda and Wujal Wujal.

- Invested \$10.3 million over four years from 2016–17 for **perpetrator interventions**, including men's behaviour change programs, to enhance and expand programs and respond to an increase in demand for services.

- **Amended laws** to better protect victims and hold perpetrators to account.

- Provided support for people involved in domestic and family violence **court proceedings**, including by introducing a new online form to help guide people through the process of applying for a Domestic Violence Order and releasing a series of videos on the court process for domestic and family violence (including in Auslan and Aboriginal and Torres Strait Islander languages).

- Conducted **research** into the use of Global Positioning System (GPS) monitoring of domestic and family violence offenders in a range of criminal law contexts (i.e bail, probation and parole).



Monitoring, evaluation and reporting

The *Domestic and Family Violence Prevention Strategy 2016–2026* is supported by a comprehensive evaluation framework. This framework allows us to track progress and outcomes of the reforms against key objectives, and document learnings to help inform future direction.

The Queensland Government committed \$2.1 million over three years from 2017–2018 to support the implementation of the evaluation framework. This investment has delivered:

- a structured review of the Second Action Plan to understand the progress and outcomes of the reform to date
- flagship evaluations of specific key initiatives under the Strategy
- regular reporting on high level indicators published through the Annual Highlights Cards
- a capability building program to ensure evaluation is embedded across government-led initiatives under the reform.

Under the Third Action Plan, the Queensland Government commits to:

- continuing monitoring, evaluation and reporting against the program of reform
- reviewing data collection approaches to improve tracking against the reform objectives and evaluation framework
- identifying opportunities to highlight the progress and outcomes associated with key initiatives under the Third Action Plan
- continuing to grow government evaluation capability, particularly the capability to track progress and outcomes under the reforms.





For information, services and support:



qld.gov.au/domesticviolence



