

SCOPE

Suncoast Cooloola Outreach Prevention and Education

You ARE NOT to blame
for your partner's violence



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Centacare Vision Statement

Leading social change, strengthening families, supporting people and communities in the spirit of the gospel.

Centacare Core Values

Based on Catholic Social teachings we value: Dignity of the human person, Preferential option for the poor, Interdependence and community, Empowerment and justice.

SCOPE Introduction

SCOPE—Suncoast Cooloola Outreach Prevention & Education; is the Regional Domestic and Family Violence Service managed by Centacare Family & Community Services Sunshine Coast.

The booklet is aimed at providing information to people living with, affected by, or escaping domestic and family violence.

Recognition is given to *The Ipswich Women's Centre Against Domestic Violence* for providing information contained in the booklet.

Domestic and family violence can occur in all kinds of relationships. This includes family relationships extending beyond intimate partners, parents, siblings, and blood relatives.

It includes abuse and violence perpetrated by:

- Older relatives
- Younger family members
- A same-sex partner
- A carer towards the person they are caring for

The **Domestic and Family Violence Protection Act 2012** defines domestic and family violence as:

- Physical or sexual abuse
- Emotional or psychological abuse
- Economic abuse
- Threatening behaviour
- Coercive behaviour or behaviour that in any way controls or dominates, or causes a person to fear for their personal safety or well being by one person towards another person with whom they are in a relationship.

Please read on for further information.

What is Domestic & Family Violence?

Domestic and family violence is abusive and violent behaviour used by one person to control and dominate another person within a relevant relationship, which causes them to fear for their safety or well being.

Most people in healthy relationships will disagree from time to time. They can comfortably discuss opinions, thoughts, ideas and concerns. It is normal for voices to become raised sometimes during a rigorous discussion, so long as respect and equality is present between both parties.

Domestic and family violence is predominantly recognised as a gendered violence, but it is possible for a woman to be named as the aggressor (**or Respondent**).

There are more and more cases being reported where the respondent and aggrieved are family members such as siblings, parent and child, and in some instances carer and patient. (See table below for all types of relationships)

Intimate Personal Relationship (can include a same sex relationship)	Spousal relationship	<ul style="list-style-type: none"> • De facto • Registered relationship • Former spouse • Parent of a child of the respondent • Former parent of a child of the respondent • Married
	Engagement relationship	Two people who are or were engaged to be married including a betrothal under cultural or religious tradition
	Couple relationship	Two people who have or had a relationship as a couple. In deciding whether a couple relationship exists, a court may have regard to the following: <ul style="list-style-type: none"> • the degree of trust • the level of each person's dependence • the length of time the relationship has existed or did exist • the frequency of contact • the degree of intimacy
Family relationship	Exists between two people if one of them is or was the relative of the other	A relative of a person is someone who is ordinarily understood to be, or who used to be connected to the person by blood or marriage. A relative of an aggrieved is also a person who is regarded as a relative. This includes people who may have a wider concept of a relative e.g. Aboriginal and Torres Strait Island people or people with particular religious beliefs. Children under 18 years of age cannot be named as a respondent or aggrieved under the family relationship.
Informal care relationship	Where one person is dependent on another for help with daily living activities (i.e. dressing, preparing meals or shopping)	An informal care relationship does not exist between a child and a parent of a child; or where there is a commercial arrangement where a fee is paid.

A person who uses abusive and violent behaviour gains power and control over others by instilling fear in them. A victim of domestic and family violence often becomes fearful and intimidated by threats or actual violence. In many cases abuse and violence do not occur until the relationship is well established, such as couples moving in together, becoming engaged, married or very commonly, becoming pregnant.

Forms of Domestic & Family Violence

Domestic and family violence can occur in many forms and is not restricted to any particular community, social class, age, cultural background or geographical area. Fear is the key feature in gaining power and control within a relationship. It can include but is not limited to:

Physical abuse: pushing, shoving, slapping, hitting, punching, biting or pinching; or harming pets in order to frighten and intimidate you.

Sexual abuse: coercing or forcing you into any level of sexual contact (from watching porn to engaging in sexual acts).

Social abuse: monitoring and controlling where, when and for how long you go anywhere; not allowing you contact with family or friends; interrogating you about any contact you may have; jealousy towards your family, friends or even your children.

Financial abuse includes taking control of money or joint finances; not allowing you equal access to your own or joint funds; forcing you to hand over your own money, or not allowing you to have a say in how it's spent; coercing you into signing legal documents that you either don't want to sign or understand.

Emotional & Verbal abuse includes anything that makes you feel worthless such as shouting, yelling, name-calling, swearing at you and putting you down; constant criticisms about you or the things you do, your looks or the way you dress etc...

Spiritual abuse includes forcing you to attend religious activities against your wishes, or prohibiting you from participating in the religious or cultural practices of your choice.

Stalking behaviour includes constantly following you by foot or car; constantly contacting you by phone, text message and emails, or waiting and watching you outside your home or work.

Heterosexist Control includes threats to 'out' you to others where you have chosen not to come out, or feel it is unsafe to do so etc.

Reproductive control refers to women's ability to control their own reproductive health, such as the use or non-use of contraception/contraceptive method that may expose the woman to STD's; forced decisions around pregnancy and/or termination and little say in the number and timing of children.

Damage to property includes the breaking or threat to break household and personal items such as holes in doors and walls, smashing a phone, breaking a plate or damaging a car etc.

Technology abuse includes hacking into your personal email or social network account (e.g. facebook); posting online abusive statements, explicit and implicit threats, or images of you without your consent. It also includes GPS tracking devices, spyware and hidden recording devices.

NOTE: Many of the above descriptions such as sexual abuse, physical violence and stalking are criminal offences in QLD. Victims are encouraged to call the **Police** on **000**.

How Safe Is Your Relationship?

The most telling sign of an abusive relationship can be feelings of fear of the other person. If you feel like you have to walk on egg shells around the other person or constantly monitor what you say and do in order to avoid their response, there is a high chance your relationship is unhealthy and abusive.

Warning Signs

Does your partner.....

- Ridicule or publically humiliate you?
- Make insulting comments about you, your religion or beliefs etc? Threaten to publically disclose things you've said or done in private? Become jealous of your family, friends or pets?
- Intercept your mail or telephone calls to monitor who is in contact with you?
- Claim to know the 'right way' to do things?
- Monitor how, where and when things are to be done?
- Interrupt your work, time you spend with your family and friends or activities you enjoy in order to get their needs met?
- Pressure you into any level of sexual contact (from watching porn to engaging in sexual acts)?
- Force you to apologise for things you haven't done?
- Call you names such as bitch, mole, slut, whore etc?
- Interrogate you about your whereabouts?
- Accuse you of being unfaithful or lying?
- Threaten suicide?
- Demonstrate their ability to cause physical harm by damaging property?
- Intimidate you by using body language?
- Blame you for everything that goes wrong?

Do you.....

- Have less contact time with your family and friends than you did before?
- Discourage people from telephoning you at home because of your partner's jealousy?
- Feel uneasy about being with your partner and your family and friends at the same time?
- Feel nervous or fearful of what your partner will say or do if you're late home from work, shopping or visiting others?
- Feel that your clothing, opinions or decisions must have your partner's approval?
- Speak carefully or avoid speaking so you won't risk upsetting your partner?
- Monitor your children's behaviour to avoid them upsetting your partner?
- Often feel guilt, shame or the need to walk on egg shells around your partner?

If you have any concerns about your relationship please call **SCOPE** on: **5430 9300**

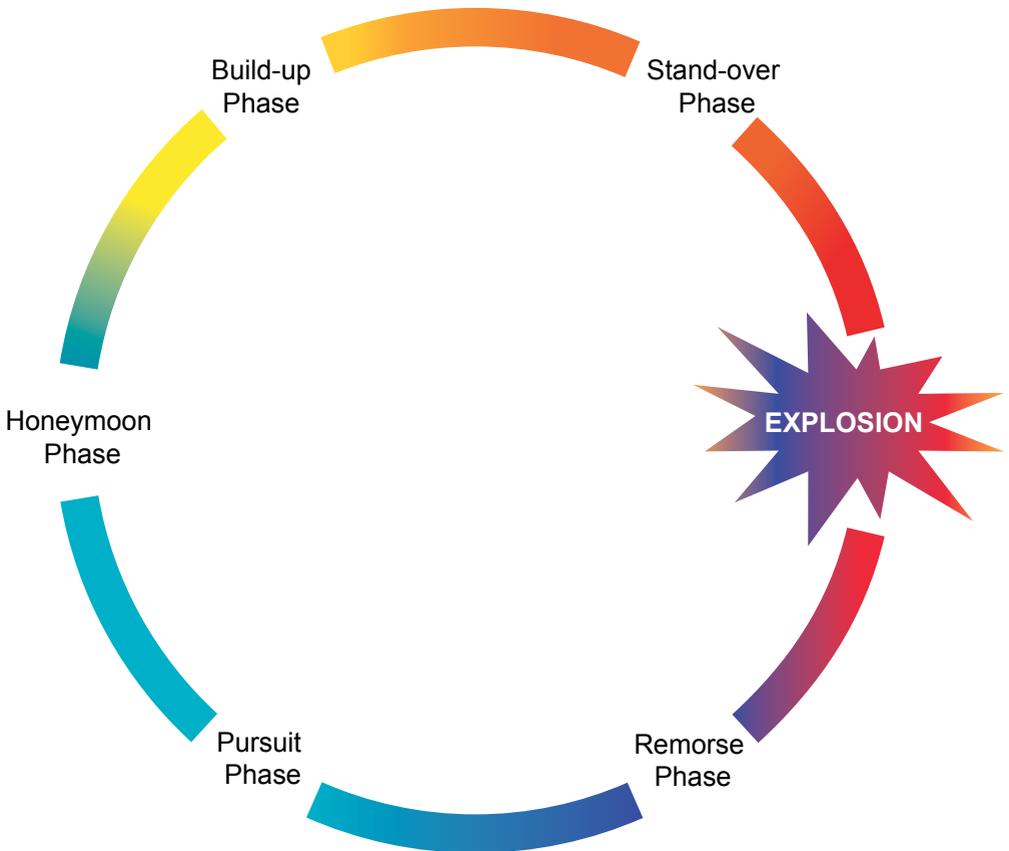
Understanding Power & Control

Power and control is the ultimate goal of a person using abusive tactics such as physical, emotional, spiritual, sexual or financial abuse. The wheel on this page outlines some examples of abusive tactics used to gain power and control. It is just as common for victims to experience subtle forms of abuse such as emotional, psychological or financial, as it is to experience obvious forms of abuse like physical or sexual violence. It is important to understand that any person wanting power and control within a relationship will usually utilise a range of tactics in a systematic pattern.



Downloaded from: The National Centre on Domestic and Sexual Violence website
http://www.ncdsv.org/publications_wheel.html

The Cycle Of Violence



In 1979, Lenore Walker developed a theory that domestic violence occurs in cycles. This theory was the result of a study conducted in the United States, called the "Cycle of Violence" theory. Lenore's theory explains how and why a person who commits domestic and family violence may change their behaviour dramatically over time. Lenore's theory also provides an understanding as to why the person affected by domestic and family violence continues to stay and face a violent situation.

While the cycle goes through a number of stages from the "pursuit phase" to the 'remorse phase', it is acknowledged that this is not the same for everyone. Some people may experience only a few stages of the cycle (or not relate to it at all).

Why Women Stay

Some reasons why women stay:

My Partner.....

- makes me believe that I would never find another man who would accept me for who I am
- guilt trips me that the children need him
- guilt trips me that he would fall apart or commit suicide if I left him
- threatens that he would physically harm me or the children if I left
- repeatedly apologises and assures that he would change
- threatens that he'll get me deported or he'll take our children out of the country
- threatens that he'll battle for 'custody' of the children

Lack of.....

- financial resources
- knowledge about domestic violence (e.g. I didn't know I was living in an abusive relationship)
- knowledge about domestic violence resources, such as support groups, refuges, counselling etc.
- family or social supports

Other factors.....

- History of good times with my partner
- My memory of how charming and wonderful my partner was at the beginning of the relationship
- A belief that marriage is forever
- A family history normalising abuse and violence
- Social isolation from family and friend supports
- The abuse by my partner resulted in my self-esteem going down so much that I didn't think I deserved better and or I didn't believe I could get out of the relationship
- Friends, relatives and or Religious authority encourage or pressure me to stay
- Social stigma of being a single parent or divorcee
- Being a full-time mother doesn't allow me to return to work to earn a wage to support myself and children
- Drugs and alcohol that clouded my judgement and my ability to make logical decisions
- My children (who 'needed' me to stay so they could be with their father)
- Fear of physical violence or that he'll commit suicide

All forms of abuse and violence have damaging consequences. A woman's confidence and self worth can become worn down, which impacts her ability to seek assistance. You may experience some of the following if you've been in an abusive relationship:

Feelings of: depression and sadness; confusion; exhaustion; frustration and anger; powerlessness; responsibility for the abuse

Fear: in telling anyone; that no-one will believe you; of coping on your own; the abuse and violence will get worse if you leave the relationship.

The Affects of Abuse on Children & Young People

Children are affected by domestic and family violence whether they're directly involved or not and this is now recognised in the **Domestic and Family Violence Protection Act 2012**. These changes have increased the opportunities of including children and young people on Domestic Violence Protection Orders (DVPO). Please refer to page 12-15 on DV Protection Orders.

Children who witness domestic and family violence may have higher levels of behavioural and emotional challenges than other children and the impact will vary from child to child, depending on their age, sex and role in the family.

Some signs can include:

- Copying the abusive or violent behaviour
- Sleeping difficulties i.e. nightmares
- Trying to intervene and stop the abuse
- Being stunned into a terrified silence by what they've witnessed
- Blaming themselves
- Feeling frustrated, angry or depressed
- Bullying others or being bullied
- Being cruel to animals
- Regressive behaviours like bed-wetting or thumb-sucking
- Being nervous or withdrawn
- Changes in behaviour and low academic performance at school
- Displaying illnesses including: unexplained head or tummy aches, asthma or stuttering
- Running away from home
- Attempting suicide or self harming
- Abusing alcohol or other substances

How To Help Your Children

Parents and carers of any child growing up in an abusive household can assist by:

- Being aware that domestic and family violence harms children too
- Educating children that there is never any excuse for abuse and violence
- Providing reassurance that the abuse and violence is not the child's fault
- Telling the child that he or she is loved
- Organising support at school—talk to a teacher, principal or guidance officer
- Encouraging the child to talk about their feelings
- Seeking support with counselling
- Ensuring the child knows the emergency number '000' and how to seek this help
- Seeking support via the local domestic and family violence service or the state wide 24 hour service - **DV Connect: 1800 811 811**

Safety Plan

Do not underestimate the level of danger you may be in, particularly if you are planning to leave the relationship. The following points can assist you in developing a safety plan for you and your children:

- Program your mobile phone with emergency numbers such as: **000** for **Police**; **DV Connect 1800 811 811** (24/7 crisis line) and your **primary support person**
- Consider where you will go for safety, such as family or friends or a Women's Refuge
- Plan to take your children with you
- Prepare an emergency bag including money, spare car/house keys, copies of important documents, medications, clothes etc... and keep it with someone you trust
- Plan how you will leave in an emergency situation, i.e. travel by car, bus, train, family or friend
- Consider making your mobile number silent or changing the number
- Consider your postal and banking arrangements and make alternate accounts
- Carefully consider information you share on internet social network sites
- Educate yourself of community agencies that can assist and keep their numbers handy
- Discuss your safety plan with your children
- Teach your children how to place an emergency call
- Review your safety plan with Police or local domestic violence service counsellor
- Inform trusted family and friends of your plans and who may assist as needed

Checklist of What to Take When Leaving

FINANCIAL

- Bank account details
- Money
- Credit Cards

LEGAL DOCUMENTS

- Any court papers including
- Protection orders/ Family Law papers
- Passports
- Marriage certificate
- Lease/rental contracts
- Mortgage and property deeds
- Medical records
- School records
- Car registration papers
- Insurance policies
- Divorce papers

IDENTIFICATION

- Driver's license
- Children's birth certificates
- Your birth certificate
- Centrelink cards

OTHER

- House and car keys
- Medication
- Jewellery
- Photographs
- Children's toys
- Clothing for yourself and children
- Personal items which may be destroyed
- Current unpaid bills in your name

Staying Safe if Things Escalate

- Stay as calm as possible
- Be aware of where your children are
- Where possible move to a safe area or leave the property
- Consider avoiding rooms with weapons i.e.: kitchen, bathroom, garage etc...
- Be aware of rooms where there is no exit
- Follow your safety plan
- In emergencies call the Police on '000'

NOTE: The Police have authority and responsibility to remove an abusive person to a watch-house for four to eight hours. Additionally, they can make an application for an urgent Domestic Violence Protection Order (DVPO) on your behalf.

Responsibility & Authority of the Police

Police have a number of responsibilities and authority under the **Domestic and Family Violence Protection Act 2012** and **Police Powers and Responsibilities Act**.

These include:

- To enter a place (with force if necessary) to investigate a domestic violence incident
- To detain a Respondent and take them to a watch-house for four to eight hours
- Make an application for DVPO on behalf of an Aggrieved
- Demand the name and address of any person involved in a domestic violence incident including witnesses
- Provide additional information about potential criminal charges that an Aggrieved may consider
- Provide information and referral to other domestic and family violence crisis services

For all EMERGENCIES call the Police–000

**For all non-emergency reporting and enquiries call
Police Link : 131 444**

**For personal enquiries about your case or DVPO
call your local Police Station**

Please refer to page 21 for a list of local QPS Station phone numbers

Staying Safe After Separation

Here are some suggestions that may help you in keeping safe after separation:

- Consider taking out a Domestic Violence Protection Order (DVPO) – for support contact your Regional Domestic & Family Violence Service (see page 16 & 19)
- Keep copies of any current or new DVPO on you
- Make copies of any DV Protection Orders and provide them to:
 - Family, friends and or neighbours
 - Children’s day care or school
- Discuss your safety concerns with family, friends and neighbours and encourage them to phone the Police on your behalf if needed
- Stay in touch with your Regional Domestic and Family Violence Service
- Stay in touch with Police for information and advice on DVPO breaches
- Consider reviewing your bank and mailing details
- Arrange for caller ID on your home phone
- Consider changing or making mobile or landline phone numbers silent
- Where possible, vary your routine i.e. change the day you shop and the supermarket you use, change your route to and from work or the children’s school etc.
- Speak with your employer about your DVPO and request your phone calls at work be screened
- Consider seeking legal advice for all family and property matters
- Make certified copies of all important documents
- Increase your security at home i.e. change the locks, install sensor lighting, use dowel rods in your window tracks etc
- Contact the Australian Electoral Commission and request your name and address be suppressed on the electoral role
- Consider your internet safety i.e. information you share on social networks e.g. facebook
- Carefully consider deactivating GPS devices on your mobile phone, computer programs or internet

What is a Domestic Violence Protection Order?

A Domestic Violence Protection Order (DVPO) is a civil order made by the Court that restrains, restricts and prohibits the behaviour of the Respondent towards the Aggrieved to prevent further domestic and family violence.

The **Respondent** is the legal term used for the person perpetrating the abuse and violence.

The **Aggrieved** is the legal term used for the victim of the abuse and violence.

A DVPO is an order made by the Courts, which imposes conditions on the Respondent to prevent domestic violence from continuing. If a DVPO is breached and reported to the Police, breach charges may be applied and the Respondent can be charged in a criminal court.

How Do I Get a Domestic Violence Protection Order?

There are two types of Domestic Violence Protection Orders (DVPO):

- **Police Application** - Police complete the application on behalf of Aggrieved
- **Private Application** - The Aggrieved completes the application themselves

If you're considering a private application, it is recommended that you seek assistance from the Police; Court staff; Legal Aid or the Regional Domestic & Family Violence Service i.e. **Centacare (SCOPE) phone: 07 5430 9300**

Application forms can be obtained at your local Magistrates court or can be downloaded from the Department of Communities website under Forms and Factsheets. See link:

<http://www.communities.qld.gov.au/communityservices/violence-prevention>

Legal Aid QLD also offer useful documents such as **Your Legal Options Explained**, which can be obtained at:

<http://www.legalaid.qld.gov.au/publications/Factsheets-and-guides/Factsheets/Documents/fs-dv-protection-order.pdf>

DVPO Additional Information

1. **Police Application** - in this instance the Police are known as the applicant, therefore the Aggrieved is not required to attend DV court unless she/he chooses to.
2. **Private Application** - in this instance the Aggrieved is considered the applicant and she/ he, or a solicitor acting on their behalf, **must attend** every mention or hearing at DV court .
3. It is important to advise the Police and DV Court about any recent incidents of domestic violence. This can be done at any stage throughout the DV process via an Affidavit or vary application.

Understanding The Court Process

Domestic & Family Violence occurs

You can apply for a protection order. This is done by filling out an Application for a Domestic violence Order (DVO) detailing the most recent incidents of violence, intimidation or threats, history of your relationship and the violence and why you feel the domestic violence will occur again.



The DVO application is then registered at the Magistrates Court by a clerk of the Court. The clerk will give you a date when you need to appear in front of a Magistrate. The date is referred to as the first mention date. If an urgent order is required the clerk will set down the mention date for as soon as possible.

FIRST MENTION

The magistrate will read your application and will determine if you are at risk of further violence or abuse



If the Magistrate determines that you are at further risk the court will grant you a Temporary protection order and give you a date for a second mention.



The temp protection order & a copy of your DVO application will be served on the respondent by the Police. You are NOT Protected by the temp order until it is served. The respondent is summoned to appear in Court at the second mention.



If the Magistrate determines that there is NOT enough evidence in your application to demonstrate further risk you'll be given a date for a second mention.



The DVO application is served on the respondent by the Police. The respondent is summoned to appear in Court at the second mention.



SECOND MENTION

You must appear at the second mention. If not, your application may be dismissed.



Respondent has been served and appears in Court.



Respondent consents to Order (agrees).

Full 2 year DVPO granted.



Respondent contests Order (disagrees).

Date set for a hearing.



Respondent is served but Does not appear in Court.



Full 2 year DVPO granted.



Respondent is NOT served & does not appear in Court.



A new mention date is set to give Police more time to locate & serve respondent. Process may continue until Respondent is served, with three or four mentions.

At Hearing, the aggrieved needs to provide evidence of domestic violence. This can be in the form of witnesses, photographs, statements, police reports. As this is a civil matter, the decision-making threshold is lower than that of a criminal nature and is based on the "balance of probabilities" rather than "beyond reasonable doubt". The Magistrate will then make a decision based on the evidence provided and the balance of probability. If satisfied, the Court will grant a full 2 year domestic violence protection order (DVPO).

(Sourced from Legal Aid QLD Domestic Violence Unit)

DVPO Conditions

A standard DVPO (temporary or full 2 year), contract the named Respondent to follow conditions. These may include:

- To be of good behaviour and not commit acts of domestic violence against the named aggrieved
- To be of good behaviour and not commit acts of domestic violence towards any named person/s
- Suspend or revoke firearms licences OR confiscate firearms in their possession
- Prohibit the use of firearms for the duration of the DVPO

Vary Conditions

To change or vary the conditions of an order, a completed **Vary application** needs to be lodged at the DV Court. This can restrict or allow contact with the Respondent and applications can be done by the Police, The Aggrieved or the Respondent.

DVPO Breaches

It is a legal requirement that any DVPO (temporary or full) be served on the Respondent in order to activate the order and for it to become enforceable.

A **breach** of a DVPO is when the Respondent personally, or through another person, disobeys the conditions on the order. For example:

- **Physical abuse** - hitting, pushing, slapping etc
- **Sexual abuse** - any sexual contact without your permission
- **Verbal abuse** - name calling, put downs, threats to harm you or your property
- **Possessing a weapon**
- **Damage to your property** including any pets
- **Harassment** - constant phone calls, text messages, coming to your home or work place uninvited, stalking (following you)
- **Threats** to carry out any of the above against you or any named person

Reporting Breaches

It is critical to the safety of the Aggrieved that all breaches be reported to the Police.

Familiarise yourself with the conditions on your DVPO. If possible provide copies of your DVPO to family or trusted people to assist with reporting breaches. The following suggestions may assist in reporting breaches:

1. **Record** and/or **save** details of breaches e.g. Text messages, emails, facebook etc
2. Consider keeping a **diary** of events including dates, times, witnesses etc
3. **Call 000** for all emergencies
4. Contact your closest Police station to provide details of the breach. You may be required to make a formal statement, which you can request a copy of for your records. Make note of the Police Officer's name with whom you speak.

For any further information regarding breach charges, refer to the Police Station and officer you reported the breach to or contact Police Prosecutions as they handle breach charges through the criminal court system.

Breach Charges

Breaching a DVPO is a criminal offence. Police Prosecutions are responsible to represent the matter in a criminal court. A successful court outcome requires evidence.

In the event a breach charge is processed through a Magistrate's court, you may be required to give evidence by providing statements, copies of saved photos or text messages etc and to attend court proceedings. For this reason it is important to stay in contact with Police Prosecutions.

The outcome of a breach charge will vary depending on the nature and severity of the breach. It may include a monetary fine or jail time. A Respondent generally needs to be charged several times before being sentenced to jail.

If you are unsatisfied with Police response to a breach, you may consider:

- Attending another Police station to report the matter
- Ask to speak to the Officer in Charge or Domestic Violence Liaison Officer

Respondent Process in Court

While domestic and family violence is predominantly seen as a gendered violence, there is an increasing number of women being named as the Respondent in DVPO applications. If you are a named Respondent in a DVPO application you will be given the following choices when attending court.

1. **Consent** - means you are agreeing to an order being made, with admissions to some or all of the allegations made against you
2. **Consent Without Admissions** - means you are agreeing to an order being made but you are not making admissions about the allegations made against you
3. **Request Legal Advice** - you are seeking to obtain further information about the legal implications of a DVPO being taken out against you
4. **Contest** - you are requesting a Hearing date to be set where evidence can be presented for the Magistrate to make a decision on

NOTE: If you are the named Respondent in a DVPO application, it is NOT a requirement to obtain legal representation; however, you can consult or employ a solicitor at any time if you choose to.

Where Can I Get Help?

It is important for anyone experiencing domestic and family violence to receive the 'right' help.

The dynamics of domestic and family violence are often misunderstood. Victims can be put at further risk if others disbelieve, minimise, or blame them for the abuse and violence. It is important to know that any abuse and violence is NOT OK and your experiences are real.

Professional support for women and children experiencing domestic and family violence is provided by:

Centacare Family & Relationship Services
SCOPE Program Mon - Fri 9am to 5pm
21-25 Cornmeal Parade Maroochydore QLD 4558

Maroochydore: 07 5430 9300
Gympie: 07 5483 6588

Mon - Fri 9am to 5pm

Domestic Violence Services	
Immigrant Women's Support Services	3846 3490
Sunshine Cooloola Against Sexual Assault Service Laurel House (Maroochydore)	5443 4711
Laurel Place (Gympie)	5482 7911
Caboolture Regional Domestic Violence Service	5498 9533
Brisbane Domestic Violence Advocacy Service	3217 2544
Working Against Violence Support Service	3808 5566
Crisis Services	
DV Connect (24 hours)	1800 811 811
National Sexual Assault and D&FV Counselling Service - 1800 respect	1800 737 732
Sexual Assault Helpline (7.30am-11.30pm)	1800 010 120
Child Safety	1800 811 810
Child Safety After Hours Centre	3235 9999 1800 177 135
Kids Helpline (24 hours)	1800 551 800
Lifeline (24 hours)	13 11 14
Parentline (24 hours)	1300 301 300
Pregnancy Counselling Link	1800 777 690
Housing	
Tenant Advice & Advocacy Service	5476 0555
QLD Department of Housing	5475 9700
Sunshine Coast Regional Housing Council	5454 2900
Police Prosecutions	
Maroochydore Office 63 Cotton Tree Parade, 4558	5430 9900
Gympie Office 30 Channon Street, 4570	5483 7640 5480 1066 5480 1078

Child Contact Arrangements	
Family Relationship Centre	5452 9700
Lifeline Family Dispute Resolution	5479 1600
Foundations	1300 854 733
Sunshine Coast Contact Centre	5479 6971
Sunshine Coast Magistrates Courts	
Caloundra Court	5420 9000
Maroochydore Court	5470 8111
Nambour Court	5470 8755
Noosa Court	5473 8400
Gympie Court	5480 5488
Legal Information & Advice	
Legal Aid	1300 651 188
Women's Legal Service	1800 677 278
Aboriginal & Torres Strait Islander Women's Legal Services Ltd	3025 3888 1800 012 255
Old Indigenous Family Violence Legal Service	1800 887 700
Sunshine Coast Community Legal Service (Maroochydore)	5443 7827
Taylor's Legal (Gympie)	5482 1147
Refuge & Immigration Legal Service	3846 3189
Seniors Legal & Support Service (program of Caxton Legal Centre Inc.)	3214 6333
LGBTI Legal Service (D&FV and Sexual assault/abuse)	0401 936 232
Sunshine Coast Police Stations	
Old Police (EMERGENCY)	000
Police Link (Non-emergencies)	131 444
Maroochydore	5475 2444
Child Abuse Unit	5475 2432
Nambour	5441 1276
Coolum	5440 2777
Gympie	5480 1111
Buderim	5445 1661
Kawana Waters	5419 8700
Caloundra	5439 4444
Mooloolaba	5444 1276
Maleny	5494 2204
Other Services	
Victim Assist	1300 546 587
Child Support Agency	131 272
Centrelink	132 850
Welfare Rights Centre	1800 358 511
Department of Child Safety	
- Caboolture Office	5490 1000
- Caloundra Office	5420 9090
- Gympie Office	5482 4177
- Maroochydore Office	5453 1888
Elder Abuse Prevention Unit	1300 651 192
Translating & Interpreting Service	131 450

Useful Websites

Aboriginal & Torres Strait Island Legal Service Ltd	www.atsils.com.au
Australian Federal Police	www.afp.gov.au
Centrelink	www.centrelink.gov.au
Caxton Legal Service	www.caxton.org.au
Child Support Agency	www.justice.qld.gov.au
Department of Immigration & Citizenship	www.immi.gov.au
Department of Justice and Attorney General QLD	www.justice.qld.gov.au
DV Connect	www.dvconnect.org
Elder Abuse Prevention Unit	www.eapu.com.au
Family Court of Australia	www.familycourt.gov.au
Immigrant Women's Support Service	www.iwss.org.au
Legal Aid	www.legalaid.qld.gov.au
Lifeline	www.lifeline.org.au
National Missing Persons Unit	www.missingpersons.gov.au
Office for Women	www.wis.sa.gov.au
Office of Adult Guardian	www.justice.qld.gov.au/guardian/ag.htm
Parentline	www.parentline.com.au
QLD Aged & Disability Advocacy Inc.	www.qada.org.au
QLD Association of Independent Legal Services Inc.	www.qails.org.au
QLD Department of Communities - Violence Prevention	www.communities.qld.gov.au/communityservices/violenceprevention
QLD Department of Communities - Housing & Homelessness Service	www.communities.qld.gov.au/housing/housing-and-homelessnessservices
QLD Department of Housing	www.qld.gov.au/housing
QLD Police Service	www.police.qld.gov.au
QLD Law Society	www.qls.com.au
Sexual Assault Helpline	www.istaysafe.com/sexualassault
Sunshine Coast Legal Service Inc.	www.suncoastcommunitylegal.org
Sunshine Coast Regional Council	www.sunshinecoast.qld.gov.au
Welfare Rights	www.wrcqld.org.au
Women's Legal Service	www.wlsq.org.au
Women with Disabilities Australia	www.wwda.org.au



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