

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

YEAR 6 HIGHLIGHTS CARD

2020–2021



YEAR 6 HIGHLIGHTS CARD (1 JULY 2020 TO 30 JUNE 2021)



Queenslanders take a zero tolerance approach to domestic and family violence (DFV)

In 2021, **95%** of Queenslanders recognise trying to control a partner by denying them access to money as serious or very serious. This has increased from 90% in 2017.

In 2021, **15%** of Queenslanders **would not do anything** if they saw or were aware of non-physical DFV involving their neighbours. This has improved from 24% in 2017.



Perpetrators stop using violence and are held to account

134 community-based perpetrator behaviour change programs were supported by the Queensland Government in 2020–21. 133 were funded in 2019–20.

In 2020–21, **9934** perpetrators accessed perpetrator programs or related services. This has remained stable since 2016–17.



Respectful relationships and non-violent behaviour are embedded in our community

In 2021, **96%** of Queenslanders agreed teaching children about respectful attitudes and behaviours in relationships will help reduce DFV in the future. There have been no significant changes on this measure compared to previous years.

In 2021, **77%** of Queenslanders agreed or strongly agreed that when one partner in a domestic relationship believes themselves to be superior to their partner because of their gender, DFV is more likely to occur. This has decreased from 83% in 2020.

In 2021, **65%** of Queenslanders agreed or strongly agreed that reducing gender inequality in society will help reduce DFV in Australia. There have been no significant changes on this measure compared to previous years.



Victims and their families are safe and supported

14,537 respondents and **11,013** aggrieved persons accessed duty lawyers in 2020–21. This was a 26% and 7% increase, respectively, compared to 2019–20, and a continuation of an upward trend since 2017–18.

There were **100,976** calls to DFV women's and men's lines. This was a decrease from the 128,829 recorded in 2019–20, but an increase from the 84,221 recorded in 2018–19.

In 2020–21, **2513** people experiencing DFV were allocated social rental housing. This compares to 2113 in 2019–20 and 4939 in 2018–19.



Queensland community, business, religious, sporting and all government leaders are taking action and working together

Despite the ongoing impacts of COVID-19, in 2021, **32** events raising awareness of DFV were registered on the DFV prevention month calendar, including 22 held by non-government organisations and 7 held by local communities. Seven events were held in 2020, and 56 events were held in 2019.

Encouragingly, in 2021, **8.2%** of Queenslanders were involved in DFV initiatives in their community, compared to 7.5% in 2020 and 7.9% in 2019.



Queensland work places and workforce challenge attitudes contributing to violence and effectively support workers

In 2021, **42%** of Queenslanders reported their workplace had engaged in DFV prevention initiatives in the last 12 months. This was an increase from the 26% recorded in 2017.

As with previous years, all Queensland Government departments remained White Ribbon accredited, or were in the process of gaining re-accreditation in 2020–21.



The justice system deals effectively with domestic and family violence

In 2020–21, **26%** of DFV court applications were dealt with in a specialist DFV court environment with dedicated magistrates and specialist wrap around support services available to support aggrieved and respondent persons. This has remained stable since 2017–18.

In 2020–21, duty lawyers provided a total of **25,099** hours of legal assistance and advice to aggrieved and respondent persons involved in DFV matters. This has increased from 22,592 hours in 2019–20.

The reform agenda following the release of the **Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland** report in 2015 is a plan for all Queenslanders to help address domestic and family violence regardless of gender, age, culture, sexuality or circumstances. Significant reform takes time and commitment, and everyone has a role to play to create a Queensland free from domestic and family violence.

A positive plan of action is outlined in the **Domestic and Family Violence Prevention Strategy 2016–2026** with a strong focus on prevention – stopping the violence before it happens – and supporting people to be safe.

This program of change is supported with a record commitment by the Queensland Government of more than \$600 million for domestic, family and sexual violence services, programs and strategies since 2015. The Strategy provides a framework for action through four action plans to achieve our vision.

The **First Action Plan** established the foundations of reform success and began transformational changes in the way the government and community work together.

The **Second Action Plan** saw continued efforts to make meaningful change. Successful programs were expanded to have greater effect under each of the three **foundational elements** of the reform program.

An independent structured review of the Second Action Plan found that good progress had been made in implementing the reforms, driven in part by strong leadership, collaboration and innovation. It found that while it was too early to see the long-term outcomes sought from the Strategy, there was evidence that Queensland was on track to achieving its objectives.

Now in the sixth year of the reform program and the final year of the **Third Action Plan** we are focusing on action to address domestic and family violence, further embedding cultural change and system reform and encouraging more community ownership of Queensland's reforms.

Of the 46 actions within the Third Action Plan, 12 have been delivered, and 32 are on track for delivery by 30 June 2022 (as at 30 June 2021). Two actions have experienced minor issues due to the impacts of COVID-19. Notwithstanding the challenges currently being experienced due to COVID-19, the Queensland Government remains committed to creating a Queensland free from domestic and family violence.



Our core measures of success

Police responses to domestic and family violence incidents have increased, with the Queensland Police Service (QPS) attending **13%** more matters than last year.¹

However, bystander willingness to report domestic and family violence to police has decreased over the period 2017 to 2021. In 2021, **69%** of Queenslanders reported they would call the police if they saw or were aware of physical domestic and family violence involving a neighbour, compared to 78% in 2020 and 79% in 2017.

In 2021, **94%** of Queenslanders felt safe from domestic and family violence, while this is encouraging, a significant number of Queenslanders continue to feel unsafe. This measure has remained stable since 2017.

Over the five year period from 2017 to 2021 there was an average of **25 homicides** per year related to domestic and family violence. This reinforces that there is work still to be done on this issue as even one death related to domestic and family violence is too many.

The Queensland Social Survey presents scenarios of five different types of domestic and family violence. Most Queenslanders rated these scenarios as *very or quite serious* (over 90% for each scenario). Trends on these scenarios were all stable when compared to previous surveys, except that in 2021 respondents were more likely than those in 2017 to think that trying to control a partner in a domestic relationship by denying them access to money was very or quite serious (95% versus 90%).

1. During 2020–21, the QPS attended 119,912 domestic and family violence-related matters compared to 105,866 in 2019–20. Source: QPS.



Impacts of COVID-19

Similar to last year, COVID-19 has continued to create a set of challenges for people experiencing domestic and family violence. These are far over and above those that they already face, not the least of which are the effects of being in social isolation with perpetrators at home, against a backdrop of possible loss of employment, financial pressures and general anxiety about the future.

We have seen an unprecedented demand on domestic and family violence services since the start of the pandemic. In response, the Queensland Government is investing an extra \$30 million over the next four years from 2021–22 to give certainty to vital domestic, family and sexual violence service providers across Queensland. This is in addition to the Queensland Government investment of \$7.5 million in 2019–20 to help vulnerable Queenslanders and manage the increase in demand for domestic, family and sexual violence services arising from the pandemic.

The Queensland Government is also investing in safe and secure housing for vulnerable women and children escaping domestic and family violence over the next four years from 2021–22, with \$20 million to expand domestic and family violence housing support services, and \$20 million for homelessness initiatives including through head leases and crisis housing and supports.

Data from 2020 and 2021 should be considered in the context of COVID-19 and may not be directly comparable to previous years.

During 2020 research also emerged showing that lockdowns were increasing the prevalence of domestic and family violence both in Australia and across the world.

With this in mind, when viewing measures that seem to indicate ‘no change’ perhaps it is the case that, despite current pandemic circumstances which should have resulted in measures showing a negative change, the efforts under the action plan have managed to prevent some of these negative changes from occurring.

The impact of COVID-19 not only created unprecedented demand on domestic and family violence services, it also required agile and innovative solutions to ensure continuation of service delivery. For example, for men’s behaviour change programs, gathering in groups to challenge behaviour was not

deemed safe (from both public health and private safety perspectives). This required funded programs to instead focus on the immediate safety and wellbeing of perpetrators as well as their partners and children, often achieved through individual phone work or smaller groups delivered via online platforms. In response to these changes, the Queensland Government funded the trial of an online perpetrator intervention program, which is being delivered by the Domestic Violence Prevention Centre on the Gold Coast and evaluated by Griffith University.

Supporting our workforce

COVID-19 has had a significant impact on workplaces. While flexible work arrangements, including working from home, have limited the spread of the pandemic, women working from home may consequently be at greater risk of experiencing domestic and family violence.

Responding to domestic and family violence in the workplace is a key commitment in the Domestic and Family Violence Prevention Strategy 2016 to 2026 with two-thirds of Australian women experiencing domestic and family violence employed.

The Queensland Government workplace support package provides a range of online resources to help support employees affected by domestic and family violence. These resources, which include risk assessment and safety planning tools, were updated in 2021 to address the unique circumstances created by the COVID-19 pandemic.

The updated resources consider additional ways of supporting employees in different workplace arrangements. This may include, for example, working with the employee to identify the best secure and private methods of communication, more regular reviews of employee safety plans, and checking in with employees more often.

The resources also prioritise consideration of an individual’s relevant characteristics and group memberships, and their unique experience of discrimination which may heighten the level of risk.

The resources can be found here:

- [Guide for domestic and family violence risk and workplace safety planning for employees](#)
- [Domestic and family violence safety plan for individual employees](#)

Our key indicators

Data has been collected, where possible, against a set of indicators in the evaluation framework for the **Domestic and Family Violence Prevention Strategy 2016–2026**. Some of these indicators are set out below. Changes to the indicator matrix in 2019–20, impacts on data availability due to COVID-19, and changes in reporting methodologies has resulted in data trends being unavailable for some indicators. The years in the tables below refer to financial year.

Our core measures of success		2021	2020	2019
Increased community willingness to call the police in response to domestic and family violence	32.2% of Queenslanders would call the police if they saw or were aware of non-physical DFV involving their neighbours	32.2%	33.6%	28.4%
	68.5% of Queenslanders would call the police if they saw or were aware of physical DFV involving their neighbours	68.5%	77.5%	71.7%
Reduced deaths related to domestic and family violence	375 homicides in a DFV relationship from 2006–07 to 2020–21 <i>Note: Homicides reported above are five year averages. The data includes both open and finalised coronial cases, and therefore is subject to change as more information is obtained as part of the coronial investigation.</i>	25	26	27
An increased percentage of Queenslanders feel safe from domestic and family violence	93.5% of Queenslanders who strongly agree or agree that in general they feel safe from DFV	93.5%	95.1%	94.5%
An increased intolerance towards domestic and family violence	This measure is captured by data under 'Queenslanders take a zero tolerance approach to DFV' and 'Respectful relationships and non-violent behaviour are embedded in our community' below			
Queenslanders take a zero tolerance approach to domestic and family violence		2021	2020	2019
An increased proportion of Queenslanders are aware of the behaviours that constitute domestic and family violence	Proportion of adult Queenslanders who think the following behaviours are forms of domestic and family violence:			
	Repeatedly criticising partner to make them feel bad or useless	96.1%	▲	98.0%
	Trying to control partner by denying them access to money	93.9%		94.0%
	Harassing partner via repeated phone or electronic means	96.0%		97.0%
	Trying to control by preventing them seeing family and friends	95.0%		★
	Threatening to share intimate, rude or sexual images of the other partner without permission	93.9%		★
An increased proportion of Queenslanders consider the behaviours that constitute domestic and family violence to be serious	Proportion of adult Queenslanders who think the following behaviours are very or quite serious:			
	Repeatedly criticising partner to make them feel bad or useless	94.9%	▲	94.1%
	Trying to control partner by denying them access to money	95.0%		89.0%
	Harassing partner via repeated phone or electronic means	94.5%		91.4%
	Trying to control by preventing them seeing family and friends	94.3%		★
	Threatening to share intimate, rude or sexual images of the other partner without permission	97.3%		★
An increased proportion of Queenslanders are willing to act if they become aware of domestic and family violence	91.6% of Queensland adults would take action if they saw or were aware of physical DFV involving their neighbours	91.6%	93.3%	+
	72.5% of Queensland adults would take action if they saw or were aware of non-physical DFV involving their neighbours	72.5%	70.7%	+

KEY

- ▲ Represents measure was not captured in the Queensland Social Survey for that year. Questions are added or removed to the Queensland Social Survey each year to align with reporting priorities and to ensure survey length is not too burdensome for respondents.
- ★ Represents a new data measure included as part of the Queensland Social Survey from 2020.
- +
- Represents a new indicator captured from 2019–2020 onward in the Revised Indicator Matrix of the DFV Evaluation Framework.

Queenslanders take a zero tolerance approach to domestic and family violence (continued)		2021	2020	2019
Bystanders take action after becoming aware of domestic and family violence	Domestic and family violence involving a family member or close friend			
	17.3% of Queenslanders saw or were aware of DFV involving a family member or close friend in the last 12 months	17.3%	15.9%	18.3%
	74.2% of Queenslanders acted after being made aware of DFV involving a family member or close friend in the last 12 months	74.2%	85.2%	+
	Domestic and family violence involving a neighbour			
	10.8% of Queenslanders saw or were aware of DFV involving a neighbour in the last 12 months	10.8%	10.5%	12.5%
	60.2% of Queenslanders acted after being made aware of DFV involving a neighbour in the last 12 months	60.2%	63.3%	+
	Domestic and family violence involving people they don't know well			
17.4% of Queenslanders saw or were aware of DFV involving people they don't know well in the last 12 months	17.4%	16.0%	★	
74.7% of Queenslanders acted after being made aware of DFV involving people they don't know well in the last 12 months	74.7%	55.0%	★	
Respectful relationships and non-violent behaviour are embedded in our community		2021	2020	2019
An increased proportion of Queenslanders believe it is important to educate children about respectful relationships to reduce domestic and family violence in the future	96.3% of Queenslanders agreed teaching children about respectful attitudes and behaviours in relationships will help reduce DFV in the future	96.3%	97.3%	★
An increased proportion of Queenslanders understand the link between gender inequality and domestic and family violence	77.1% of Queenslanders 'strongly agree' or 'agree' with the statement: <i>'When one partner in a domestic relationship believes themselves to be superior to their partner because of their gender, DFV is more likely to occur'</i>	77.1%	83.0%	★
	65.1% of Queenslanders 'strongly agree' or 'agree' with the statement: <i>'Reducing gender inequality in society will help to reduce DFV in Australia'</i>	65.1%	67.5%	★
Queensland community, business, religious, sporting and all government leaders are taking action and working together		2021	2020	2019
An increased proportion of Queenslanders report involvement in community initiatives related to domestic and family violence	8.2% of Queenslanders were involved in any DFV initiatives in their community	8.2%	7.5%	7.9%
Changes in the scope (i.e. objectives) and scale of community-led domestic and family violence prevention initiatives	32 events raising awareness of DFV were registered on the DFV prevention month calendar	32	7	56
Increased participation by leaders across business, community, faith-based and sporting organisations in domestic and family violence prevention events hosted by government	83 people have attended lunch box sessions in 2020–21	83	●	●
	57 organisations who have attended lunchbox sessions in 2020–21	57	●	●
Increased number of local governments participating in DFV workplace cultural change programs, including external accreditation, local government DFV policies, and value of local community grants provided for DFV prevention initiatives	3 local governments participated in DFV workplace cultural change programs in 2020–21	3	●	●
	18 local governments had implemented a DFV workplace policy and/or strategy in 2020–21	18	●	●

Queensland's workplaces and workforce challenge attitudes contributing to violence and effectively support workers		2021	2020	2019
Proportion of Queensland adults reporting that their workplace engaged in any domestic and family violence initiatives in the last 12 months	In 2020–21, 42.1% of Queenslanders reported their workplace had engaged in DFV prevention initiatives in the last 12 months. This is a sustained increase since 2017.	42.1%	43.4%	40.4%
All Queensland Government departments participate in a domestic and family violence workplace cultural change program	24 Queensland Government agencies remain White Ribbon accredited, or were in the process of gaining re-accreditation in 2020–21 <i>Note: agencies includes departments, other Queensland Government agencies and reflects machinery-of-government changes</i>	24	25	25
All Director-General Performance Agreements demonstrate a visible commitment to domestic and family violence prevention	100% of Director-General Performance Agreements demonstrate a visible commitment to DFV prevention	100%	100%	●
All Queensland Government departmental employees participate in domestic and family violence awareness raising programs	8937 employees completed the <i>Recognise Respond Refer</i> eLearning program for the reporting period ²	8937	15,632	11,114
Victims and their families are safe and supported		2021	2020	2019
Number of people whose housing needs are met	In 2020–21, 2513 people experiencing DFV were allocated social rental housing ³	2513	2113	4939
	<ul style="list-style-type: none"> 1140 people identified as Aboriginal and/or Torres Strait Islander 400 people identified as living with a disability 			
	809 people had their social housing tenancies transferred to government managed social rental housing as a result of DFV	809	+	+
	<ul style="list-style-type: none"> 471 people identified as Aboriginal and/or Torres Strait Islander 135 people identified as living with a disability 			
People experiencing domestic and family violence have their cases closed/finalised as a result of the majority of identified needs being met	5868 specialist homelessness service clients exited to sustainable housing with DFV as a presenting reason ⁴	5868	5865	+
	<ul style="list-style-type: none"> 2042 people identified as Aboriginal and/or Torres Strait Islander 82 people identified as living with a disability 			
Prevalence of domestic violence family risk factors in child protection system	4356 households experiencing DFV were provided with Bond Loans; Rental Grants; and Rent Connect Advisory Services ⁵	4356	6566	+
	23,469 DFV counselling service users had cases closed/finalised as a result of the majority of identified needs being met	23,469	24,442	21,892
Number of children exposed to domestic and family violence with cases closed/finalised as a result of the majority of identified needs being met	42% of households had a completed investigation and assessment where the DFV risk factor was identified in that household ⁶	42%	●	●
	46% of Aboriginal and/or Torres Strait Islander households had a completed investigation and assessment where the DFV risk factor was identified in that household ⁶	46%	●	●
Number of children exposed to domestic and family violence with cases closed/finalised as a result of the majority of identified needs being met	2201 children were experiencing or at risk of experiencing DFV with cases closed/finalised as a result of the majority of identified needs being met	2201	1961	●

2. Does not represent unique employee completions as it may include refresher or repeat completions by individual employees. Yearly results are not comparable as the number of completions is expected to fluctuate between years depending on individual agency training requirements and schedules.

3. People may have been housed more than once.

4. Data is as of 31 March 2021, and therefore is incomplete for 2020–21. Data presented above for 2019–20 is also until 31 March 2020 to aid comparison – full year data is 7650.

5. Many households may have received help from two or more of these services.

6. Data is 12-month data as of 31 March 2021.

Victims and their families are safe and supported <i>(continued)</i>		2021	2020	2019
Increased proportion of multiagency safety plan actions completed across High Risk Team sites	84% of multi-agency safety plan actions completed across High Risk Team sites in 2020–21	84%	91%	●
Timely and efficient responses to high risk domestic and family violence through the High Risk Team sites	Average period of time a case remains open to the High Risk Team sites was 14.34 weeks in 2020–21	14.34 weeks	●	●
	94% of High Risk Team cases accepted within 48 hours	94%	●	●
Total number of referral reports on occurrences with a domestic and family violence offence for at-risk individuals to support services	89,291 referral reports submitted for at-risk individuals to support services such as DFV (support for aggrieved and respondents), parenting, victims assist, aged support, homelessness and mental health	89,291	83,218	●
Number of people supported to access crisis accommodation	4784 clients were assisted by specialist homelessness services funded to target women and children escaping DFV in 2020–21 ⁷ <ul style="list-style-type: none"> 1953 clients identified as Aboriginal and/or Torres Strait Islander 	4784	6036	+
Victims are supported to access crisis accommodation in a timely way	84.5% of referrals for government-funded crisis accommodation were completed within 48 hours <ul style="list-style-type: none"> 87.3% of referrals for Aboriginal and/or Torres Strait Islander clients were completed within 48 hours 	84.5%	89.2%	●
Calls for domestic and family violence support/advice/help to women's and men's lines	There were 100,976 calls to DFV women's and men's lines	100,976	128,829	84,221
	26,231 first-time callers receiving support	26,231	24,382	29,923
Increased number of victims and perpetrators receiving advice from specialist domestic and family violence duty lawyers	11,013 aggrieved people seen by duty lawyers in 2020–21	11,013	10,311	11,296
	14,537 respondent people seen by duty lawyers in 2020–21	14,537	11,499	12,756
Perpetrators stop using violence and are held to account		2021	2020	2019
Availability of behaviour change programs in locations across Queensland	134 funded behaviour change programs available that are supported by the Queensland Government. These programs are delivered by a range of organisations.	134	133	●
	One community-based perpetrator intervention program directly funded and provided by the Queensland Government. Program has 32 places and is delivered across two locations.	1	1	●
Increased number of perpetrators who access perpetrator programs or related services	9934 service users accessed perpetrator programs in 2020–21 ⁸	9934	11,594	10,188
Increased proportion of perpetrators who commence a behaviour change program	153 perpetrators commenced the Men's Domestic Violence Education and Intervention Program in 2020–21 <ul style="list-style-type: none"> 11 people identified as Aboriginal and/or Torres Strait Islander 	153	132	●
Increased proportion of perpetrators who complete a behaviour change program	69 individuals completed the Men's Domestic Violence Education and Intervention Program in 2020–21	69	62	●
<i>This indicator refers to a community-based behaviour change program directly funded and delivered by Queensland Corrective Services in Southport and Logan.</i>				
Increased number of perpetrators that have been assessed by NGOs as having reduced their use of domestic and family violence	1529 service users that have been assessed by NGOs as having reduced their use of DFV ⁹	1529	2998	2472

7. Data is as of 31 March 2021, and therefore is incomplete for 2020–21. Data presented above for 2019–20 is also until 31 March 2020 to aid comparison – full year data is 7245.

8. Service users may be recorded multiple times over the 12-month period. "Accessed" would include an intake and assessment at the minimum, then participants may be waitlisted while awaiting an available place in a program.

9. Annual data is a point in time reference only and may not be comparable from year to year. Please refer to the Impacts of COVID-19 section regarding the impact on service delivery including men's behaviour change programs.

The justice system deals effectively with domestic and family violence		2021	2020	2019
Proportion of police-attended DFV incidents where police issued a DFV intervention order on behalf of the victim	18% of police-attended DFV incidents resulted in a police issued DFV intervention order on behalf of the victim (21,148 applications in total) <i>Note: this includes incidents attended by police that result in a Police Protection Notice or release conditions</i>	18%	19%	●
Percentage of applications finalised within acceptable time standards	87.0% of applications for protection orders finalised within six months of being lodged	87.0%	93.5%	93.5%
Time (in days) for considering a temporary protection order resulting from an application, Queensland wide	Time from filing application to making a temporary protection order was, on average, 6.6 days in 2020–21 ¹⁰ <ul style="list-style-type: none"> 5.3 days for people that identified as Aboriginal and/or Torres Strait Islander 	6.6	5.2	5.8
Participation by magistrates, solicitors and court staff in training on domestic and family violence and how to respond	In 2020–21, 194 DFV training sessions were attended by registry staff	194	350	396
	In 2020–21, 68 duty lawyers participated in training on DFV and how to respond	68	68	+
Total number of hours domestic and family violence duty lawyers are available to clients at court	In 2020–21, duty lawyers provided a total of 25,099 hours of legal assistance and advice to aggrieved and respondent persons involved in DFV matters	25,099	22,592	●
Number of intervention orders made	515 intervention orders were made in 2020–21 <ul style="list-style-type: none"> 23 for people that identified as Aboriginal and/or Torres Strait Islander 	515	560	1048
Increased number of reported breaches of domestic violence orders	During 2020–21, the QPS investigated 39,962 reported breaches of a Domestic Violence Protection Order	39,962	33,747	●
Community Justice Group DFV Coordinators attend domestic and family violence specific professional development/training opportunities	42 specific DFV professional development/training opportunities attended by Community Justice Group DFV Coordinators in 2020–21	42	47	●
Community Justice Group DFV Coordinators attend local authority meetings	133 local authority meetings attended by Community Justice Group DFV Coordinators	133	289	115
Proportion of domestic and family violence court applications dealt with in a specialist court environment	26% of DFV applications were dealt with in the specialist DFV courts in 2020–21	26%	25%	26%

10. The median number of days was one in 2020–21. This indicates that at least 50% of applications take one day or less.

For information, services and support:
qld.gov.au/domesticviolence