
Domestic and Family **V**iolence

PREVENTION STRATEGY

COMMUNITY
COLLABORATION PROGRAM
CONSULTATION REPORT



Queensland
Government



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1 Executive summary

The community collaboration program for the draft Domestic and Family Violence Prevention Strategy was designed to create opportunities for those who wished to provide feedback regardless of geographical, cultural or societal barriers. The approach was based on using best practice methods to encourage maximum participation.

From 18 August until 16 November 2015 the Government engaged with the community to seek input and insights from all Queenslanders on the draft Strategy and its ability to realise the vision of a Queensland free from domestic and family violence. This vision was recommended by the Special Taskforce on Domestic and Family Violence in the report *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* (Not Now, Not Ever report).

Feedback from service sector providers, community leaders and the general public was achieved through a variety of methods.

A total of 1,282 individuals provided feedback on the draft Strategy. This feedback was gathered via the 'End Domestic and Family Violence' website with an online survey and option to upload submissions; a series of roundtables across the state with service providers and community leaders, plus two additional roundtables with Aboriginal and Torres Strait Islander women and Aboriginal and Torres Strait Islander men; and a series of Public Information Hubs in key centres across the state.

High-level outcomes of the community collaboration process showed there was broad support for the vision (a Queensland free from domestic and family violence) and purpose of the Strategy. There was also broad endorsement of the three foundational elements, being: community attitudes and behaviours, integrating service responses, and strengthening justice system responses. The majority of the feedback agreed with the intent and sentiment of all seven supporting outcomes, however there was consistent feedback on refining some of the language.

Breakdown of feedback

- 695 online surveys
- 32 written submissions
- 521 attendees at 13 roundtables — five in south east Queensland (Toowoomba, Caboolture, Gold Coast, Logan, and Sunnybank) and eight in regional/remote Queensland (Mount Isa, Emerald, Longreach, Cairns, Townsville, Rockhampton, Mackay, and Maryborough)
- 34 attendees at two Aboriginal and Torres Strait Islander roundtables
- Seven public information hubs were held throughout the state including Gold Coast, Caboolture, Mount Isa, Brisbane CBD, Townsville, Logan and Cairns

General themes that emerged from the roundtables and online survey included:

- The need for the general community to understand that domestic and family violence consists of a broad range of behaviours, not just physical abuse
- The use of the terms victim/survivor and perpetrator
- Calling for a greater focus on perpetrators through tougher domestic and family violence laws and provision for perpetrators to reform
- Educational initiatives from an early age available in all educational settings
- Ensuring the Strategy was inclusive of all genders.





Key changes that have been made to the draft Strategy as a result of what Queenslanders have told us include:

- The Strategy summary page has been redesigned so that it can be read and understood as a stand-alone document.
- The language within each of the seven supporting outcomes has been reviewed so that it clearly communicates the intent of the outcome. An additional description has also been added to provide further explanation and insight into the detail behind the supporting outcome statement.
- The Action Plans will be streamlined, and the first Action Plan is structured to show how the recommendations of the *Not Now, Not Ever* report will help to achieve the supporting outcomes in the Strategy.

In addition to the valuable insights that have helped shape the final Strategy and foundation year Action Plan, the collaboration program also sought to maintain the momentum from the initial roundtable program held in June/July and continue to empower leaders to take positive action within their own communities to create genuine change for the future.

Overall the community collaboration program has shown there is strong support for a Strategy to guide community and government action to end domestic and family violence in Queensland, and has empowered community leadership at a local and state level to work collaboratively as one community to engender genuine change.





2 Strategic approach

2.1 Overview and methodology

A state-wide community collaboration program for the draft Domestic and Family Violence Prevention Strategy (the draft Strategy) and the Violence Against Women Prevention Plan (the Plan) was held over a three-month period.

Refer to Appendix 1 for a copy of the overarching Community Collaboration Strategy.

The collaboration period was launched on 18 August with the Queensland Government's announcement of its acceptance of 121 recommendations directed at government, and support of the remaining 19 non-government recommendations from the Special Taskforce on Domestic and Family Violence *Not Now, Not Ever* report.

Although the draft Strategy and the Plan were at two different stages of development it was agreed that from a public perspective a joint engagement program would be used to collect information from relevant stakeholders, community and the general public for input into both the finalisation of the draft Strategy and the drafting of the Plan. The same design in different colours visually linked the draft Strategy and the Plan while maintaining their distinction as two separate documents.

The collaboration program was designed to encourage community involvement that was all-inclusive, equitable and geographically representative. This was based on using best practice methods to encourage maximum participation.

There were four key elements in relation to the overall community collaboration program:

1. Feedback on the draft Strategy and input into the development of the Plan via an online survey on a dedicated co-branded website, and an opportunity for more detailed submissions to be provided.
2. Service Provider and Community Leader roundtables across Queensland with a focus on regional centres and remote communities.
3. Specific engagement with Aboriginal and Torres Strait Islander communities through two separate roundtables: one with Aboriginal and Torres Strait Islander men leaders and the other with Aboriginal and Torres Strait Islander women leaders.
4. Public Information Hubs in key centres across the state to provide background and information on both the draft Strategy and the Plan, as well as information on services and support for people in a domestic and family violence situation.

The feedback gathered during this process has been incorporated into the finalisation of the Domestic and Family Violence Prevention Strategy and the foundation year Action Plan.





2.2 Agency involvement and participation

The Social Policy Group within the Department of the Premier and Cabinet (DPC) led the implementation of the approved community collaboration program. The Department of Communities, Child Safety and Disability Services (DCCSDS) worked closely with DPC to ensure there was an appropriate and efficient integrated community collaboration program for the Strategy and the Plan.

The Senior Officers Group (SOG) provided information on key stakeholders to participate in the roundtables and agency staff to participate in the Public Information Hubs.

2.3 Program champion and advocate support

Program champions/advocates were also considered important stakeholders for both program execution and program contribution. This included Members of Parliament, Mayors and local governments, Domestic and Family Violence prevention services, community, faith leaders, business and professional organisations.

These stakeholders were a valuable resource to promote and participate in the roundtables and Public Information Hubs. They were also able to exert influence as leaders of the community to encourage public contribution to the online survey and/or provide a submission.

This third-party endorsement enhanced the information being communicated more broadly on the draft Strategy and the Plan through the community collaboration program. These champions/advocates were provided with resources and tools to enable their active support and ensure consistency of messages and approach.





3 Community collaboration program overview

The program has been designed to encourage community involvement that is inclusive, equitable and geographically representative. The period of engagement ran for three months from 18 August to 16 November 2015, and a number of mechanisms and partners were identified to ensure the whole community was given the opportunity to be involved.

3.1 Pre-engagement preparation

In preparation for launch of the community collaboration period a number of core communication tools and materials were prepared in advance. To ensure consistency in messaging across all key communication materials, Department of the Premier and Cabinet (DPC) produced a Communication Foundation document. For internal use only, the Communication Foundation document informed the content of all communication material to be produced for the community collaboration program and associated activities. The main features of the Communication Foundation document included:

- Key messages and supporting facts
- Program narrative (long and short version)
- Policy context
- Series of Q&As under specific categories.

Individual Departments were encouraged to produce their own domestic and family violence communication foundation document, and to use the DPC version to ensure that messages and intent of all materials were consistent across Government. Some of the key communication tools within the Communication Foundation document are detailed in the following table.

Table 1: Communication Foundation document key communication tools

TOOL	PURPOSE	DETAIL	COMMUNICATION TOOL APPLICATION
Key messages (and supporting facts)	Key messages/themes are broad themes woven into all verbal and written communication to be used for the community collaboration program.	<p>Key messages/themes are broad themes woven into all verbal and written communication. These key messages are supported by facts, examples, anecdotes, and explanations.</p> <p>Messages provide consistency and, through repetition, ensure the Strategy's positioning is clearly understood. The integration of these messages is important to the community collaboration process as it supports the important role of the community in achieving the Strategy's overall success.</p> <p>These messages/themes and supporting facts are interwoven into all communication material and form the basis of a Communication Foundation document.</p>	<ul style="list-style-type: none">• FAQs• Letters• Website content• Ministerial statement releases• Talking points for roundtables• Advertising copy (print and electronic)• Support tools (e.g. Program Support Handbook)
Program narrative	The narrative is designed to describe the purpose of the Strategy, its	The narrative echoes the purpose and intent of the Strategy, the role of Government and the intended role of the community in the process. It would explain the	<ul style="list-style-type: none">• Letters• Website content





TOOL	PURPOSE	DETAIL	COMMUNICATION TOOL APPLICATION
	background and context, as well as outline the community collaboration program and the role of the community in achieving the Strategy's vision.	community collaboration process, its purpose and intended outcomes. A short and long version of the narrative is drafted from the approved key messages and can be used in part or in full in communication materials.	<ul style="list-style-type: none"> Ministerial statement releases Talking points for road show forums/events Advertising copy (print and electronic)
Frequently Asked Questions (FAQs)	To guide responses to stakeholder and community enquiries.	This is a live internal document that is continuously updated with frequently asked Q&As about the draft Strategy. These pre-approved FAQs will ensure that responses to external enquiries are consistent and in line with the narrative and key messages. They will also form content of the Communication Foundation document.	<ul style="list-style-type: none"> DPC and DCCSDC staff involved in engagement program Website content Support tools (e.g. Community Collaboration Handbook)
Social media content	To encourage participation in community collaboration program.	Working with the guidelines and protocols of the Queensland Government, social policy content for mainstream social media channels (Facebook and Twitter) was prepared to generate interest in the draft Strategy and encourage increased participation in the community collaboration program.	<ul style="list-style-type: none"> Twitter content for MPs, Service Providers and community leaders Appropriate government and service provider Facebook pages Sector blogs
Program Support Handbook	To support key stakeholders including potential champions/advocates in actively participating in the community collaboration program, and ensure consistency in messaging and approach.	<p>The tools and materials will help guide the running of a community collaboration session/forum/meeting and the collection of information for feeding back into the draft Strategy.</p> <p>They also include a referral pathway on how to access appropriate specialist groups for further support.</p> <p>Four (4) Support Handbooks were prepared for:</p> <ul style="list-style-type: none"> Members of Parliament Mayors and Local Governments Department Agencies Business, industry and community organisations. 	<ul style="list-style-type: none"> Strategy and program background information Program narrative Talking points Sample communication material (media releases, social media text) FAQs Referral pathways for help Ideas on how make a difference Suggested meeting formats.





The key messages underpinned all the communication materials produced for the community collaboration program. The five broad themes included:

1. This issue does not discriminate

Domestic and family violence is an issue that affects people of all ages, gender, culture, and circumstances across the Queensland community, however women are disproportionately affected.

2. Government is taking action

The Queensland Government is committed to taking action to eliminate domestic and family violence.

3. This will take time and money

Eliminating domestic and family violence will require steady action over 10 years to ensure the best outcomes for victims and their families. This will involve a staged approach to the roll-out of services and funding.

4. Everyone needs to be a part of the solution

Eliminating domestic and family violence requires the commitment of everyone in the community, not just Government.

5. Your input/feedback is important

The Government is seeking input from all Queenslanders to create a shared plan to eliminate domestic and family violence from our community.

3.2 Online feedback

Community feedback on the draft Strategy was generated via an online survey on the joint website at www.qld.gov.au/enddomesticandfamilyviolence. The online survey asked specific questions about key components of the draft Strategy. This feedback was then considered in the finalisation of the Strategy. There was also an option for organisations and/or individuals to provide further feedback by uploading a more detailed submission.

The End Domestic and Family Violence website also provided relevant background information including the Government Response, draft Strategy and links to sites such as the *Not Now, Not Ever* report. A printed version of the draft Strategy online survey form is included in Appendix 2.

3.3 State-wide engagement program

3.3.1 Invitation-only roundtables

Roundtables with domestic and family violence prevention service providers and local community leaders were held throughout Queensland, including remote and regional areas, in 13 locations. The focus of the roundtables was to seek practical input into the effectiveness of the draft Strategy in developing an integrated service model and driving cultural change.

Around half of the roundtables were separated into a Domestic and Family Violence Service Provider session and Community Leader session but held on the same day. Invitation lists for all sessions were provided by relevant agencies, however all invitations and roundtable logistics were coordinated by DPC. Senior officers from DPC and DCCSDS attended the roundtables. Local Members of Parliament were invited to roundtables occurring within their electorate. Refer to Appendix 3 and 4 for a copy of the invitation and agenda.





3.3.2 Public Information Hubs

Open sessions for the public were held in seven locations throughout the state. There was no formal presentation at these events. Participants were able to visit themed information stations in their own time, and at their own pace, to learn more about the Strategy, Violence Against Women Prevention Plan, and more broadly about domestic and family violence and how to seek help. These sessions were held over a lunchtime period (between 11.30am and 2.30pm) and were advertised locally in the lead up to the event to encourage maximum community participation.

3.4 Linking with MPs, government departments, local governments, domestic and family violence prevention services, community, faith leaders, business and professional organisations

Members of Parliament, government departments, local governments, specialist service providers, community, faith leaders, business and professional organisations were encouraged to actively participate in generating local community involvement in the draft Strategy. A Support Handbook with promotional material and event tools designed to generate interest in the draft Strategy, and encourage feedback, was developed for each stakeholder group.

The purpose of the Support Handbook was to ensure consistency of messages and encourage local community leaders to champion the draft Strategy and its vision and purpose. For example, several Members of Parliament have held their own community leaders roundtables within their electorates during the community collaborate period. Roundtable attendees, under the leadership of their local members, have made a commitment to continue to meet and develop a local plan of action to drive cultural change at a local level.

Refer to Appendix 5 for a copy of the MP Support Handbook. An adaption of this Support Handbook was used for Mayors. A smaller version was developed for government departments for inclusion in existing community meetings being held during the community collaboration period. This version was adapted for non-government organisations including non-specialist service providers, community, faith leaders, business and professional organisations.

During this period it became evident that MP offices and some Ministerial offices were receiving increased public enquiries in relation to domestic and family violence issues. To assist office staff to better manage enquiries, the Domestic and Family Violence Prevention Referral Pathways Handbook was prepared, and a special 1800 number linked to DV Connect was established. These support tools were designed to provide an appropriate and accurate referral service without case managing the situation at this critical first stage of enquiry.





3.5 Aboriginal and Torres Strait Islander cultural community engagement

Specific engagement with Aboriginal and Torres Strait Islander communities was also included in the program. This involved hosting two separate roundtables: one with Aboriginal and Torres Strait Islander men leaders and the other with Aboriginal and Torres Strait Islander women leaders. Both of these roundtables were hosted in a culturally-appropriate manner, and examined aspects of the draft Strategy that were significant to Aboriginal and Torres Strait Islander communities.

The purpose of these roundtables was to talk directly with leaders from Aboriginal and Torres Strait Islander communities about how government can form effective, long term partnerships with their communities to implement the Domestic and Family Violence Prevention Strategy as well as encourage, empower and support these leaders to take local action within their own community.

These discussions laid the foundation to develop a long-term, future focused engagement strategy with Aboriginal and Torres Strait Islander communities to:

- Enable information exchange
- Seek new ideas/initiatives
- Develop an agreed process for engaging with the Domestic and Family Violence Implementation Council
- Develop culturally appropriate ways to seek feedback on actions and initiatives proposed under the Strategy, evaluations and development of subsequent Action Plans.





4 Outcomes/feedback

From 18 August until 16 November 2015 feedback on the draft Strategy was sought. This feedback was collected from a number of channels. Refer to Appendix 6 for a selection of images from the community collaboration program.

4.1 Summary of community collaboration and engagement program

4.1.1 Online survey and submissions for the draft Strategy

- 695 completed online surveys
- 32 submissions received

4.1.2 Service Providers and Community Leaders roundtables

Note that all roundtable sessions were invitation only. Relevant departments were contacted by the Department of the Premier and Cabinet (DPC) to provide the contact details of relevant stakeholders for the invitation list. Invitations were sent from DPC.

Table 2: List of roundtable sessions held during the community collaboration program

Date	Location	Event	Attendees	Senior Government representation
Wednesday, 7 October 2015	Toowoomba	Service Provider Roundtable	47 attendees	Hon Stirling Hinchliffe MP attended and gave opening and closing remarks
		Community Leader Roundtable	30 attendees	
Friday, 9 October 2015	Gold Coast	Service Provider Roundtable	45 attendees	Assistant Commissioner of Police attended and gave opening remarks
		Community Leader Roundtable	25 attendees	N/A
Monday, 12 October 2015	Caboolture	Service Provider Roundtable	40 attendees	N/A
Friday, 16 October 2015	Mount Isa	Service Provider Roundtable	32 attendees	N/A
		Community Leader Roundtable	19 attendees	N/A
Monday, 19 October 2015	Emerald	Joint Service Provider and Community Leader Roundtable	18 attendees	N/A
Wednesday, 21 October 2015	Longreach	Service Provider Roundtable	29 attendees	N/A
		Community Leader Roundtable	16 attendees	N/A





Date	Location	Event	Attendees	Senior Government representation
Friday, 23 October 2015	Townsville	Joint Service Provider and Community Leader Roundtable	39 attendees	Hon Coralee O'Rourke MP attended and gave opening remarks and vote of thanks.
Monday, 26 October 2015	Logan Central	Community Leader Roundtable	23 attendees	N/A
Wednesday, 4 November 2015	Cairns	Service Provider Roundtable	30 attendees	N/A
		Community Leader Roundtable	18 attendees	Dave Stewart (Director-General DPC) and Michael Hogan (Director-General DCCSDS) both attended and each addressed the session.
Friday, 6 November 2015	Rockhampton	Joint Service Provider and Community Leader Roundtable	29 attendees	Mrs Brittany Lauga MP attended and gave opening remarks and vote of thanks.
Friday, 6 November 2015	Mackay	Joint Service Provider and Community Leader Roundtable	33 attendees	Ms Julieanne Gilbert MP attended and gave opening remarks and vote of thanks.
Monday, 9 November 2015	Sunnybank	CALD Roundtable only	20 attendees	N/A
Friday, 13 November 2015	Maryborough	Joint Service Provider and Community Leader Roundtable	28 attendees	N/A

4.1.3 Aboriginal and Torres Strait Islander Roundtables

- An Aboriginal and Torres Strait Islander Men's Roundtable was held on Tuesday, 20 October 2015 in the Queensland Room at the Executive Building and was attended by 16 men. It was chaired by Ron Weatherall, Deputy Director-General Department of Aboriginal and Torres Strait Islander Partnerships.
- An Aboriginal and Torres Strait Islander Women's Roundtable was held on Thursday, 22 October 2015 in Cairns and was attended by 18 women. The session was chaired by Christine Castley, Senior Executive Director, Social Policy, DPC.





4.1.4 Public Information Hubs

Seven (7) Public Information Hubs were held during the engagement period in locations across the state.

Table 3: Public Information Hubs held during the community collaboration program

Date	Region	Location	Linked with Roundtable event
Friday, 9 October 2015	Gold Coast	Southport Community Centre	Service Provider and Community Leader Roundtable (same venue)
Monday, 12 October 2015	Caboolture	Caboolture Memorial Hall	Service Provider Roundtable (same venue)
Friday, 16 October 2015	Mt Isa	PCYC	Service Provider and Community Leader Roundtable (same venue)
Monday, 19 October 2015	Brisbane CBD	Sandgate Room, Brisbane City Hall	No roundtable event held
Friday, 23 October 2015	Townsville	Townsville City Council Forecourt	Joint Service Provider and Community Leader Roundtable (same venue)
Monday 26 October 2015	Logan	Logan Central Library	Community Leader Roundtable (same venue)
Wednesday, 4 November 2015	Cairns	Novotel Cairns Oasis Resort	Service Provider and Community Leader Roundtable (venue across the road)

The general public had the opportunity to 'drop in' anytime between 11.30am and 2.30pm to learn more about the draft Strategy and the drafting of the Plan. The locations where the Public Information Hubs were held were in close vicinity (in many cases the same location) to the roundtables. A conscious decision was made not to hold this event out in the public environment, such as a town square or shopping centre, to provide a secure and safe environment for possible victims. Uniformed police and trained domestic and family violence counsellors, including DV Connect, were present at every Public Information Hub to provide immediate and appropriate support to victims. Several locations were able to use this opportunity to assist people.

A special event guide was provided to departmental volunteers assisting at the Public Information Hubs in advance of the event. This was to assist regional-based volunteers with background and relevant information on the format, structure and expectations of each event. It ensured consistency of messages and approach for each of the events. Appendix 7 provides a concept layout of the Public Information Hubs.

Promotion

These sessions were advertised in the relevant local regional newspaper on the Saturday prior to the event with a colour print advertisement. Refer to Appendix 8 for a copy of the print advertisement.

They were also promoted on relevant websites, blogs, Facebook and other social media pages. Paid digital banner advertisements were placed on Mamamia Women's Network and agencies were provided with Facebook and Twitter text to provide to their relevant stakeholder social media networks to promote the event in their region. Refer to Appendix 9 for a sample of social media text.





Media releases were drafted prior to each Public Information Hub and roundtable event and issued from the Premier's Office. Refer to Appendix 10 for a copy a media statement.

Special event

A special Public Information Hub was held on Tuesday, 27 October 2015 and Wednesday, 28 October 2015 at the Parliamentary Annex at Parliament House. The format of the event was similar to the public events, providing an opportunity for Members of Parliament and staff to 'drop in' anytime between 11.30am and 2.30pm to find out more information on both the draft Strategy and the Violence Against Women Prevention Plan.

This special event also provided an opportunity to learn more about the Domestic and Family Violence Referral Service and how MPs and staff can assist domestic and family violence enquiries made directly to them or their electorate office.

4.2 High-level results

High-level outcomes of the community collaboration process across all methods (that is online and roundtables) showed there was broad support for the vision (a Queensland free from domestic and family violence), and purpose of the Strategy, and the three foundational elements: community attitudes and behaviours; integrating service responses; and strengthening justice system responses. There was also consistent feedback to refine the language used in the supporting outcomes, however the majority of the feedback agreed with the intent and sentiment of all seven supporting outcomes.

General themes that emerged from the roundtables and online survey included:

- The need for the general community to understand that domestic and family violence consists of a broad range of behaviours, not just physical abuse
- The use of the terms victim/survivor and perpetrator
- Calling for a greater focus on perpetrators through tougher domestic and family violence laws and provision for perpetrators to reform
- Educational initiatives from an early age available in all educational settings
- Ensuring the Strategy was inclusive of all genders.

Key changes that have been made to the draft Strategy as a result of what Queenslanders have told us include:

- The Strategy summary page has been redesigned so that it can be read and understood as a stand-alone document.
- The language within each of the seven supporting outcomes has been reviewed so that it clearly communicates the intent of the outcome. An additional description has also been added to provide further explanation and insight into the detail behind the supporting outcome statement.
- The Action Plans will be streamlined, and the first Action Plan is structured to show how the recommendations of the *Not Now, Not Ever* report will help to achieve the supporting outcomes in the Strategy.





4.3 Breakdown

4.3.1 Online feedback

Survey

A total of 695 responses were received via the online survey during the three-month community collaboration period. Three quarters of the respondents of the survey were women with more than half of the respondents between the ages of 35 and 54 years of age. A detailed survey breakdown and analysis of the 695 respondents is provided in Appendix 11.

The responses showed there was general broad support from participants for the Strategy's components. The component receiving the most support was the Key Outcome (83%) and the component receiving the least support was the foundation year Action Plan (61%).

Among the respondents' comments were suggestions to improve the wording of the various components of the Strategy, such as:

- More acknowledgement that men and children, not just women, suffer domestic and family violence
- Safety should not be limited to one's 'own home' but include anywhere in the community
- Wording to reflect that all Queensland should 'be safe' rather than just 'feel safe'
- Perpetrators to be 'held accountable' or 'treated' rather than being 'supported'
- Inclusion of 'sexuality' or 'sexual preference' added to the terms used in lists such as 'age, gender, identity, culture, religion, education, impairment, health or race'
- Inclusion of more forms of abuse rather than just 'violence' (such as emotional abuse).

There were also calls for the statements in the Strategy to be more specific, detailed or measurable.

However, there were other criticisms that would require a greater deviation from the current focus of the Strategy or significant resources. These were calls for:

- Greater investment in education (not just in schools but also for our police, judiciary, social service workers and the general public)
- More resources to be invested in expanding domestic and family violence support shelters and facilities and employing more front-line domestic and family violence workers.
- Greater focus on the perpetrators. Most of these respondents supported more resources being invested in rehabilitation (sometimes calling for mandatory treatment) but other respondents favoured tougher laws or penalties.
- Strategies to achieve a broader society or culture change with regards to acknowledging that men and children, not just women, suffer domestic and family violence.





Submissions

In total, 32 written submissions were received from individuals or organisations. The organisations that provided submissions included:

- Queensland Teachers' Union
- Women's Legal Service
- Anglican Church Southern Queensland Social Responsibilities Committee
- Carers Queensland
- Act for Kids
- Youth and Family Service (YFS)
- Office of the Public Guardian
- Wicked Pickets
- Royal Australasian College of Surgeons
- Creche and Kindergarten Association Limited
- PeakCare
- Statewide Child Protection Clinical Partnership
- Australian Lawyers Alliance
- Services Union
- SEQ CALD Family and Domestic Violence Taskforce (member agencies include: Access Community Services Limited; Logan District Police; YFS Ltd; Multicultural Families Organisation, Queensland; Multicultural Communities Council Gold Coast Limited)
- Foundation for Alcohol Research and Education
- Queensland Family and Child Commission
- Court Network
- Immigrant Women's Support Service
- Department of Health

Generally, the submissions contained themes similar to those reflected in the survey results, such as calling for tougher domestic and family violence laws, educational initiatives from an early age, and more acknowledgement that men and children, not just women, suffer domestic and family violence throughout the Strategy.

Some specific suggestions included:

- Domestic and family violence applications and orders should be perpetrator-focused, offering protection to future partners of the perpetrator, rather than victim-focused.
- A greater role played by paramedics, including seeking patients' consent for a follow-up contact 5-7 days from paramedic attendance.
- A specific program be developed to ensure that all refugee, and to the extent possible, migrant families, are given education around the laws, norms and expectations of living in Queensland.
- The development of a highly-skilled Domestic and Family Violence Action Team that goes out with police to the first call out.
- Training programs that improve the confidence and competency of health professionals to identify and care for people experiencing domestic and family violence including understanding the reporting requirements (mandatory or otherwise).
- Including ethnicity in data gathered by the police and courts to inform culturally and linguistically diverse (CALD) policies and initiatives.





4.3.2 Service Providers and Community Leaders Roundtables

Service Providers and Community Leaders made up the 531 attendees at the 13 roundtables across the state. Overall there was support and endorsement of the draft Strategy, its vision and key outcomes. It was agreed across the groups that the Vision (a Queensland free of domestic and family violence) was bold, but the only outcome we should accept from this Strategy. The intent and purpose of the seven supporting outcomes were also endorsed by the participants, however there was feedback on specific language and clarity around certain elements of the supporting outcomes.

For example, roundtable participants gave feedback that the Strategy needs to be inclusive of all genders, to use strong language, but to be cautious with the use of labels such as ‘victim’ or ‘perpetrator.’ Participants discussed the need for the community to have a better understanding of what domestic and family violence actually is; that it consists of more behaviours than physical abuse. It was also suggested that the draft Strategy should address both victims and perpetrators, and in particular ensure that perpetrators are held to account. The need for objective outcomes was raised, and there was detailed feedback provided on the language used in each of the supporting outcomes of the draft Strategy.

In relation to the three foundation elements of the Strategy, roundtable participants provided some insights which helped to shape components of the Action Plan in realising the vision of a society free from domestic and family violence.

A summary of the high-level feedback is highlighted in the following table.

Table 4: Summary of high-level feedback received from roundtables

Community attitudes and behaviours	Integrating service responses	Strengthening justice system responses
<ul style="list-style-type: none"> • There must be shared value of zero tolerance • There is no acceptable level of domestic and family violence • Community needs to have ownership of the draft Strategy • Any action to change community attitudes and behaviours must be embedded into community culture (not just limited to education) • Prevention activities are an important component to achieving intergenerational change in behaviour • Strategies for change should be culturally appropriate and include: <ul style="list-style-type: none"> – improving leadership skills within the community – improved policies and procedures – a common agenda and message – nominated influencers or culturally-appropriate role models. 	<ul style="list-style-type: none"> • First responders could make a difference through referrals • Link and promote awareness of services available to the community • Sustainability of services is important, as is a holistic and multi-faceted approach • Resourcing, funding is not only critical, it is a requirement • Gap analysis of services is needed • Strong measures which assist in service accountability is needed • Regional and remote areas need special consideration to ensure appropriate services are available. 	<ul style="list-style-type: none"> • Address the complexity between family law and domestic and family violence, and how to improve these areas • Broader evidence-based and research-based strategies is needed • There are a lack of programs and services for perpetrators, especially after they have entered the justice system • Not every victim/survivor will access the justice system, and therefore safe and informal reporting mechanisms are needed.





Refer to Appendix 12 for a summary of the high-level feedback from each of the 13 roundtable sessions.

In addition to the 13 service provider and community leader roundtables, there were two additional roundtables with Aboriginal and Torres Strait Islander women and Aboriginal and Torres Strait Islander men.

Aboriginal and Torres Strait Islander Women Roundtable

Roundtable participants discussed the issue of funding in Indigenous communities and for Aboriginal and Torres Strait Islander service providers. It was noted that many Aboriginal and Torres Strait Islander organisations that report to Government are required to account the achievement of outputs rather than outcomes, and forced to focus on providing high volume services rather than high quality.

The group identified a lack of understanding about their background and what cultural customs mean for partnerships. The importance of getting the balance right about taking time for consultation but also acting quickly when necessary was highlighted. There was general consensus that there needs to be a system for engaging with Aboriginal and Torres Strait Islander persons in a professional capacity. Participants decided there needs to be a dedicated group to inform the Domestic and Family Violence Implementation Council on issues specific to the community.

It was identified that particularly for Aboriginal and Torres Strait Islander children, there needs to be both education around domestic and family violence in schools, but also programs that focus on keeping those children in school and the educational system. Ensuring children have the basic skills to recognise domestic and family violence situations was reiterated.

Aboriginal and Torres Strait Islander Men Roundtable

Roundtable participants discussed how to best promote better decision-making and behavioural change both in young people and the broader community. They emphasised that communication campaigns should positively reinforce what it is to be a good Aboriginal and Torres Strait Islander man in Queensland in 2015.

The group discussed how to effectively partner and collaborate with Aboriginal and Torres Strait Islander communities and put forward a variety of ideas, stressing the need for male elders to emphasise that domestic and family violence is unacceptable. The problematic nature of some existing frameworks was discussed, such as the ineffectiveness of DVOs for recalcitrant offenders and lack of access to rehabilitation programs and services.

It was commented that Indigenous community-owned organisations need to be able to survive and have flexibility to be part of the solution, and there are still gaps in services. For example, there is a need for Aboriginal and Torres Strait Islander men to access counselling services for relationship issues. Some mainstream services are not considered culturally competent, and either capacity needs to be built or existing programs need to be utilised. One idea was to conceptualise Aboriginal and Torres Strait Islander focused services as a place people can attend rather than a location at which services are provided.



Appendix 1

Community Collaboration Strategy

Appendix 1: Community Collaboration Strategy

DOMESTIC AND FAMILY VIOLENCE PREVENTION STRATEGY & PREVENTION OF VIOLENCE AGAINST WOMEN PLAN COMMUNITY COLLABORATION STRATEGY

What is our contextual environment?	CONTEXT & SITUATIONAL ANALYSIS With an increase in reports of domestic and family violence in Queensland in recent years, the Queensland Government is determined to take a lead role in preventing domestic and family violence. A Taskforce on Domestic and Family Violence in Queensland was established in September 2014. The Taskforce examined Queensland’s domestic and family violence support systems and made recommendations in early 2015 (“Not Now, Not Ever”) on how the system could be improved and the prevention of domestic and family violence in the future. The Queensland Government has prepared a draft Strategy on Domestic and Family Violence Prevention and will develop a Prevention of Violence Against Women Plan, and is committed to undertaking extensive community collaboration on both the Strategy and Plan for input into the finalisation of both documents.				KEY CHALLENGES & RISKS <ul style="list-style-type: none">Fiscal constraintsEmotional and mental health concerns for participantsCultural and sector sensitivitiesPerceptions that the focus is not all-inclusiveEnsuring that all voices are heardManaging expectations of stakeholdersGeographical attributes i.e. remote and regional communities.
What is our end outcome?	STRATEGIC GOAL All Queenslanders have an opportunity to provide input into Queensland’s Domestic and Family Violence Prevention (DFVP) Strategy and the Prevention of Violence Against Women (VAW) Plan; and maintain the momentum of the roundtables to continue to empower leaders to champion change within their own communities.				
How does the community collaboration support this goal?	OBJECTIVES <ul style="list-style-type: none">Create opportunities for those who wish to provide feedback on the Queensland DFVP Strategy and VAW Plan to do so regardless of geographical, cultural or societal barriersManage the volume of responses to ensure all information is recorded and consideredIntegrate community collaboration on the Queensland DFVP Strategy and Prevention of VAW PlanManage and mitigate identified issues and risks.				
Who are the key stakeholders that have impact on the program?	PROGRAM DELIVERY <ul style="list-style-type: none">The Department of Premier and Cabinet (DPC)Department of Communities, Child Safety and Disability Services (DCCSDS)Agencies and Senior Officers Group (SOG)	CHAMPIONS & ADVOCATES <ul style="list-style-type: none">Queensland Police ServiceCommunity leadersMinistersLocal MPs	<ul style="list-style-type: none">Directors-GeneralLocal Government Mayors and CouncillorsRegional Child and Family Subcommittee	COLLABORATION SOURCES <ul style="list-style-type: none">VictimsSpecialist support sector agenciesGeneralist service sectorVulnerable groups and communities	<ul style="list-style-type: none">Law and JusticeBusiness and IndustryProfessional associations and UnionsCommunity LeadersQueensland media and entertainment
How will we communicate and manage relationships to be successful?	STRATEGIC APPROACH The community collaboration strategy program has a four-pronged strategic approach: 1. Present a best-practice, robust and comprehensive community collaboration report to finalise the Queensland DFVP Strategy and inform the Queensland Prevention of VAW Plan 2. Implement a proactive, flexible and collaborative communication program designed to generate interest in the prevention of violence against women and domestic and family violence issues 3. Encourage maximum input from appropriate groups and individuals 4. Proactive engagement with community backers in an appropriate environment to encourage genuine participation and create momentum to led their own initiatives and programs.				
How will the community collaboration program be delivered?	COMMUNITY COLLABORATION STRATEGY TIMEFRAME IN WEEKS 		COLLABORATION STRATEGY METHODOLOGY <ul style="list-style-type: none">Encourage involvement – consultation must be all all-inclusive, equitable and geographically representativeConduct consultation to provide input into the Strategy and PlanProduce detailed outcomes for input into the Final Consultation ReportDevelop a robust Consultation Report based on best-practice standardsClose out to all key stakeholders and support participants.		COLLABORATION STRATEGY EVENT PROGRAM <ul style="list-style-type: none">Launch event (media conference)Roundtables with Service Providers and Community Leaders throughout QueenslandAboriginal and Torres Strait Islander RoundtablesPublic Information Hubs <ul style="list-style-type: none">Targeted consultation with individuals and organisations with expertise or experiences relevant to technical aspects of the Strategy and Plan (if required)Last call for submission (media statement release only)Final Strategy ReleaseEngagement program support tools (agenda, talking points, attendance record, templates for recording feedback)
What will enable us to achieve our community collaboration strategy?	COMMUNICATION METHODS & TOOLS <ul style="list-style-type: none">Feedback mechanisms – website (online survey)Advertising – print ads in metro and regional media and possibly digital mediaMedia program (media statements for roundtables/public information hubs, close of feedback, announcement of final strategy)		<ul style="list-style-type: none">Social media – twitter, Facebook, postings on relevant sitesCommunication foundation document (key messages, narrative and FAQs)Community Collaboration Support Handbook for key stakeholdersIncident and Victim Management Guide.		CHAMPIONS & ADVOCATE PROGRAM <ul style="list-style-type: none">Champions – activation of program champion(s) via mediaMembers of Parliament ProgramDepartment and agency advocates programSupporting organisation advocates program <ul style="list-style-type: none">Enabling communication tools:<ul style="list-style-type: none">letter of invitation and introductionsuggested activities and actionsdiscussion pack (talking points, Q&As)referral pathway tools – document and hotline.
How will we manage and mitigate our risks?	RISK MANAGEMENT & MITIGATION <ul style="list-style-type: none">Strategy and protocols on managing submissions (recording of information, collating data, closing out)Clear referral pathway program to manage victim issues and option for counsellor at roundtables and public information hubsAgreed and approved position on anticipated issuesDatabase management system to record and track issuesRegular reporting and meetings (regular internal team updates, Senior Office Group (SOG) meetings, progress updates to relevant Ministers’ Offices, internal working sessions to develop the structure and format for final report).		How will we measure our success?		MEASURING SUCCESS <ul style="list-style-type: none">Responses received from wide representative communities across the StateCommunity-led programs and initiatives resulting from the processUnsolicited public commentary (in media and at relevant events/activities) by DFV champions/advocates generating purposeful public dialogue on how the community can work together to champion change.
What will success look like?	Success is a final Queensland Domestic and Family Violence Prevention Strategy and Queensland Prevention of Violence Against Women Plan that has considered all input from Queenslanders and inspired them to take positive action within their own communities to create genuine change.				



Appendix 2

Draft Domestic and Family
Violence Prevention Strategy
online survey



Domestic and Family Violence

DRAFT PREVENTION STRATEGY

Have your say



Domestic and family violence affects women, men, children and families from all sections of society. There is no excuse for it and no place for it in a just and civilised society.

Together we can end the violence.

Anastacia Palaszczuk MP

Premier and Minister for the Arts

NOTE TO RESPONDENT – before completing this survey form please consider the following statement:

Domestic and family violence affects people of all ages, faiths, and circumstances across the Queensland community, whether people live in rural, regional or remote areas – it ruins families, destroys childhoods and is an unacceptable burden on our society.

The following questions relate to key components of the draft Domestic and Family Violence Prevention Strategy (which can be found at www.qld.gov.au/enddomesticandfamilyviolence).

Please note that to be best equipped to respond to the survey it is recommended that you read the strategy.

It is important to note that although the strategy does not name specific groups it does consider all genders, all age groups, Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, lesbian, gay, bisexual and transgender intersex populations, and people with a disability.

DEMOGRAPHIC INFORMATION

1. What is your postcode? _____

2. What is your gender?

- ☐ Male
☐ Female
☐ Other

3. What is your age?

- ☐ 18 to 24
☐ 25 to 34
☐ 35 to 44
☐ 45 to 54
☐ 55 to 64
☐ 65 to 74
☐ 75 or older
☐ Prefer not to say

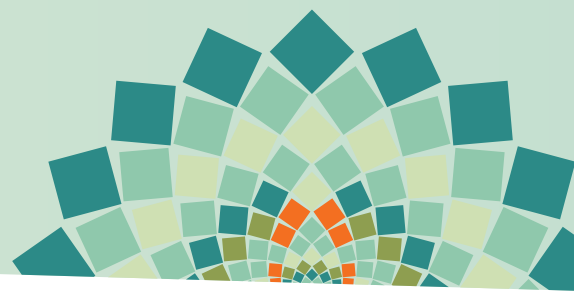
4. Which of the following populations do you most identify with?

(Please note that you can select more than one option)

- ☐ Aboriginal or Torres Strait Islander
☐ CALD (Culturally and Linguistically Diverse)
☐ LGBTI (Lesbian, Gay, Bisexual, Transgender, and Intersex)
☐ People with a disability
☐ None of the above
☐ Other (please specify)



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QUESTION 1

Our vision:

A Queensland free from domestic and family violence.

Does this vision statement provide a clear goal for the strategy over the next 10 years?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 2

Key outcome:

All Queenslanders feel safe in their own homes and children can grow and develop in safe and secure environments.

Do you think this key outcome is the most important in achieving our vision?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 3

Support outcomes:

1. Queensland communities are safe and foster zero tolerance of domestic and family violence
2. Victims and their children are safe and supported to recover
3. Perpetrators stop using violence
4. Victims and perpetrators feel supported in the justice system
5. Queensland community, business and government leaders are taking action and working together
6. Respectful relationships and modelling non-violent behaviour in the home are embedded in education
7. Queensland's workplaces and workforces challenge attitudes that contribute to violence against women and are able to effectively support people affected.

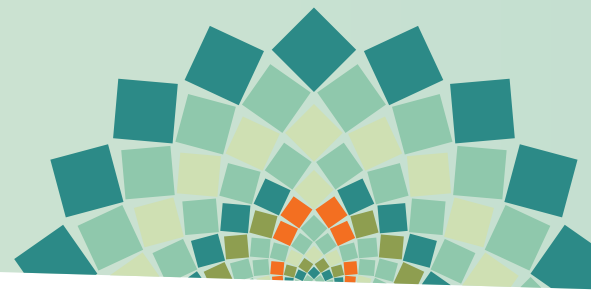
Do you think these supporting outcomes are important markers of our success in achieving a Queensland free of domestic and family violence?

☐ Yes

☐ No

If no, what else do you think should be included or excluded?





QUESTION 4

Guiding principles:

- Domestic and family violence is not acceptable
- Denigration and disrespect of women is not acceptable
- All Queenslanders deserve to be equally valued and respected regardless of age, gender, identity, culture, religion, education, impairment, health or race
- All Queenslanders have the right to live in respectful, supportive and safe relationships and to feel safe and secure in their homes
- The safety of victims is paramount
- Domestic and family violence is everyone's concern and eliminating it is everyone's responsibility
- Community leaders and groups can champion and drive change
- Practical solutions are required to support victims and perpetrators
- Education of children and young people is key to achieving generational change in behaviour.

Do you think these principles are important in achieving a Queensland free of domestic and family violence?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 5

Action areas:

2015–2016 Action Plan will focus on:

- Demonstrating strong leadership and governance
- Forming community partnerships
- Identifying needs based services for victims and perpetrators
- Strengthening justice responses to protect/empower victims and hold perpetrators to account
- Building the evidence base.

2016–2017 to 2018–2019 Action Plan will focus on:

- Empowering community action
- Making supportive workplaces common place
- Developed models of integrated services and commenced roll out across Queensland
- Embedding awareness and change within the law and justice system.
- 2019–20 to 2021–22 Action Plan will focus on:
- Growing local networks to support communities
- Expanding and fully rolling out needs based integrated services
- Embedding an enhanced justice response.
- 2022–23 to 2024–25 Action Plan will focus on:
- Enabling change to be driven by communities
- Further tailoring integrated support services
- Evaluating justice and court responses for future reform.

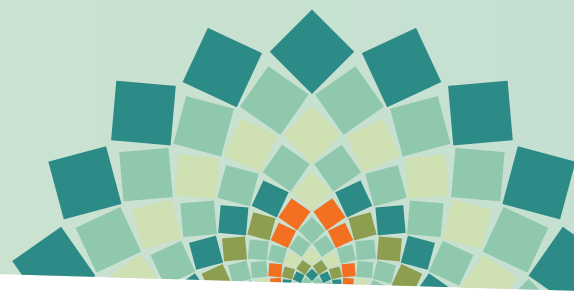
Do you think that the foundation year (2015–2016 Action Plan) has all of the essential elements to build a successful ten-year strategy?

☐ Yes

☐ No

If no, what do you think should be included?





Do you think the action plans provide a clear basis for addressing domestic and family violence?

- ☐ Yes
☐ No

If no, what else do you think should be included?

Do you think the action plans create a clear basis to achieve positive cultural and attitudinal change across our community?

- ☐ Yes
☐ No

If no, what else do you think should be included?

QUESTION 6

.....

The Domestic and Family Violence Prevention Council will provide independent oversight of the implementation of the strategy.

The Council will be appointed by the Premier and will be a strong advocate for ensuring action on eliminating domestic and family violence in Queensland remains a focus.

The Council will report to the Premier, initially on a six month basis, on progress achieved with implementation of the reforms.

The Council will assess the performance of those taking action to prevent domestic and family violence in Queensland and have a critical role in shaping ongoing implementation. This report will be tabled in Parliament to allow for public scrutiny of progress towards achieving the community vision.

Do you think the proposed Domestic and Family Violence Prevention Council will be an effective mechanism in ensuring the strategy is achieving its purpose?

- ☐ Yes
☐ No

If no, what else do you think should be included?

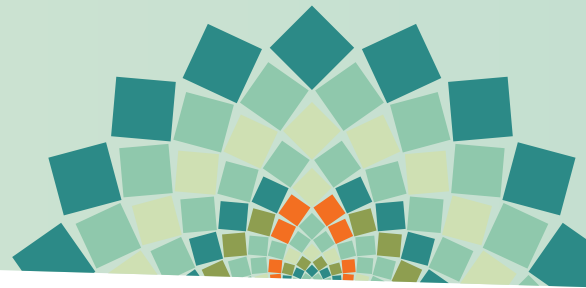
QUESTION 7

.....

The evaluation framework for the Domestic and Family Violence Prevention Strategy will include:

- A structured review of the way in which the strategy is implemented, giving particular consideration to the governance, resourcing and practices associated with implementation
- A number of flagship evaluations of initiatives actioned under the strategy that comprehensively assess the implementation, outcomes and cost-benefits associated with these specific initiatives
- Regular reporting on families' wellbeing and exposure to violence over time as an indicator of our success in responding to domestic and family violence
- A capacity building component designed to encourage and support evaluation of initiatives implemented in the strategy.





Will these four components allow us to understand if our response to domestic and family violence is working?

- ☐ Yes
☐ No

If no, what else do you think should be included?

QUESTION 8

How would you, or your organisation, help to create culture change around domestic and family violence in your community?

QUESTION 9

There are a number of state government domestic and family violence strategies across Australia – for example: *It Stops Here* (New South Wales); *Taking a Stand* (South Australia); *Creating Safer Communities* (Western Australia).

What do you think would be an appropriate title for the Queensland strategy?

QUESTION 10

Are there any other comments you would like to make on the draft Domestic and Family Violence Prevention Strategy?

Thank you for providing feedback on the draft Queensland Domestic and Family Violence Prevention Strategy.

If you would like to respond to these questions as an individual go online at www.qld.gov.au/enddomesticandfamilyviolence. The feedback period ends on Monday 16 November 2015.

The final strategy will consider all inputs from Queenslanders consulted. It is hoped that this process inspires you, as leaders in the sector, to take positive action within your own communities to create genuine change.



Appendix 3

Roundtable Invitation

Roundtable: Domestic and Family Violence Prevention Strategy



The Queensland Government invites you to attend a **service provider roundtable to discuss the draft Domestic and Family Violence Prevention Strategy**. The Strategy was released for feedback on 18 August 2015 and is a living document that aims to embody the commitment and vision of the whole community.

We are seeking the opportunity to talk with you or your representative as a service provider to offer your views on the draft Strategy and in particular, the proposed program of action to transform our service system response. The community as a whole, and service providers such as yourself, will play a vital role in any successful strategy to enhance service integration and ensure the safety of victims and children is at the core of any response.

The roundtable is another opportunity to continue to build a partnership to end domestic and family violence at a community level. Your contribution will also help to shape a Violence Against Women Prevention Plan.

Date: Wednesday 7 October 2015

Time: 10:15am for 10:30am to 12:30pm

Location: PCYC Toowoomba
219a James Street
Toowoomba

A light luncheon will be available afterwards and light refreshments will also be available during the roundtable.

RSVP via <insert name> or <insert phone number> by Friday 2 October 2015.

You can view the draft Strategy online at www.qld.gov.au/enddomesticandfamilyviolence and provide feedback via the online survey form.



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Appendix 4

Roundtable Agenda



Domestic and Family Violence Prevention Strategy and Violence Against Women Prevention Plan

Community Collaboration Engagement Program Roundtable DV Service Providers and Community Leaders

Agenda

Date: Friday 23 October 2015

Time: 12pm to 2.30pm

Location: Mayor Reception Room, Townsville City Council, 103 Walker Street, Townsville

Time	Agenda Item	Responsibility
10 mins	Welcome and introduction	The Hon Coralee O'Rourke MP
	Background, outline of the process and focus of the session	Facilitator
60 mins	Draft Domestic and Family Violence Prevention Strategy	Facilitator <i>DPC to record the feedback</i>
10 mins	BREAK	
60 mins	Queensland Violence Against Women Prevention Plan	Facilitator <i>DCCSDS to record the feedback</i>
5 mins	Closing comments	The Hon Coralee O'Rourke MP



Appendix 5

Members of Parliament Support Handbook

MP Support Handbook

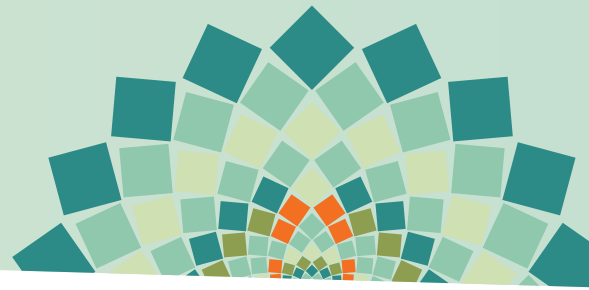
DOMESTIC AND FAMILY VIOLENCE PREVENTION STRATEGY

Community Collaboration and Engagement Program



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1 Purpose and use of the MP Handbook

The following Handbook is a guide for Members of Parliament (MPs) to use as a support tool in relation to participation in the community collaboration program associated with the *Domestic and Family Violence Prevention Strategy* and the Violence Against Women Prevention Plan.

It includes background information on the draft strategy, the linkage with the Violence Against Women Prevention Plan and detail on the planned community collaboration program. There are also support templates and tools to assist MPs and their electorate staff in any events or promotion in relation to generating local community feedback and involvement in this community collaboration program.

All the content is based on existing messages and information already in the public domain.

Should additional information, material or assistance be required please contact:

Mindy Kayes
Social Policy Unit
Department of Premier and Cabinet
Email: Mindy.Kayes@premiers.qld.gov.au
Phone: (07) 3003 9176



2 Overview of the Community Collaboration Program

2.1 *Domestic and Family Violence Prevention Strategy overview*

On the 18 August 2015 Premier Palaszczuk announced the government's acceptance of the recommendations from the report of the Special Taskforce on Domestic and Family Violence, *Not Now, Not Ever: Putting an end to domestic and family violence*.

The first recommendation is for a *Domestic and Family Violence Prevention Strategy* for Queensland. The government has prepared a draft strategy to realise the vision of the Taskforce articulated in its report: a Queensland free from domestic and family violence, where all Queenslanders feel safe in their own homes and children can grow and develop in safe and secure environments.

This strategy will be the vehicle to drive transformation across all sectors of the Queensland community. It will encourage partnerships between the government, community, business and other areas to work towards this vision.

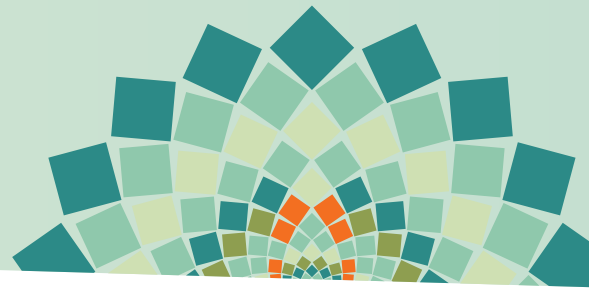
A series of roundtables and one-on-one meetings have been held throughout Queensland, including remote and regional areas, over the past few months. This early engagement helped to create a set of principles to guide action across the community which have been included in the draft strategy.

The draft strategy, which was released on 18 August 2015 for public comment, sets out how we will go about the reform needed to better support victims and children and engage with those responsible for the violence or abuse. It seeks to place the safety of victims and children at the heart of all efforts to address and prevent domestic and family violence.

The draft strategy will be given effect via four action plans over a 10-year period—the first lasting for 12 months, followed by three action plans of three years each. A staged approach to implementing domestic and family violence prevention reforms will allow for ongoing evaluation and lessons learned to be applied to the roll out of services and the development and refinement of service models.

Government and service providers can then ensure that resources are directed to: best serve the needs of domestic and family violence victims; provide effective intervention and support for perpetrators; improve the justice and legal response to domestic and family violence; and contribute to the long lasting cultural change that will be needed to eliminate domestic and family violence in Queensland. Only through measured and sustainable investment will long lasting reform be achieved.

A comprehensive, planned and articulated approach to change will help to guide and motivate these partners to do better, to provide better services and to drive cultural change.



2.2 Collaboration with Violence Against Women Prevention Plan

Domestic and family violence is just one form of violence against women. The Queensland Government has also committed to developing a Queensland Violence Against Women Prevention Plan (the Plan), which will look at the causes, forms and impacts of all violence against women.

The Department of Communities, Child Safety and Disability Services (DCCSDS) is leading development of this Plan.

Development of the Plan provides a valuable opportunity to elevate the conversation across the community around the broader issue of violence against women, its forms, causes, the development of appropriate responses and the framework for an effective, comprehensive plan to address violence against women.

Throughout the duration of the community collaboration program the DCCSDS will be leading this conversation to inform the development of the the Plan, which will:

- ensure clear strategic framework, with integrated, holistic responses to the different forms of violence against women
- fulfil Queensland's commitment under the National Plan
- form part of the proposed women's strategy, which will be aimed at supporting and strengthening opportunities for Queensland women.

The Department of the Premier and Cabinet (DPC) and the DCCSDS are working collaboratively to provide a holistic and comprehensive community collaboration program for input into the draft strategy and to help inform the development of the future Plan.



2.3 Overview of the collaboration program

The program has been designed to encourage community involvement that is inclusive, equitable and geographically representative. The period of engagement runs for three months from 18 August to 16 November and a number of mechanisms and partners have been identified to ensure the whole community is given the opportunity to be involved.

2.3.1 Online survey

Community feedback on the draft strategy, and registration for future involvement with the Violence Against Women Prevention Plan, is being collected via the website www.qld.gov.au/enddomesticandfamilyviolence

This web site provides relevant information including the Government Response, draft strategy and links to sites such as the *Not Now, Not Ever* report. The online survey form seeks input on specific components of the draft strategy and will inform the final strategy. A printed version of the draft strategy online survey form is included under Section 4.6.

2.3.2 Engagement program (invitation only and public forums)

Invitation-only Roundtables

Roundtables with sector-based services and community leaders will be held in 11 locations throughout Queensland. The focus of the roundtables will be to seek practical input into the effectiveness of the draft strategy in developing an integrated service model, and driving cultural change.

Public forums

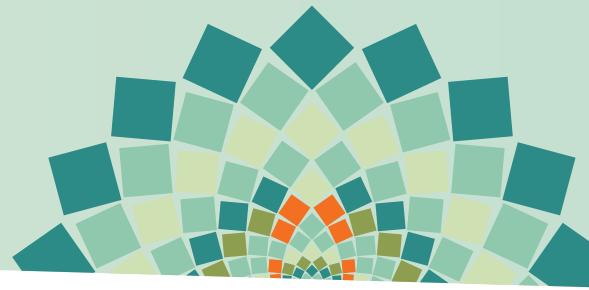
Open sessions for the public will be held in five locations throughout the state. There will be no formal presentation at this event. Attendees will have an opportunity to visit themed stations in their own time, at their own pace to learn more and provide information. Public forums will be held over a lunchtime period (between 11.30am and 2.30pm) and will be advertised locally in the lead up to the event to encourage maximum community participation.

2.3.3 Linking with local governments, domestic and family violence services and community and professional organisations

Local governments, specialist service providers and community and professional organisations will be asked to encourage community and member engagement on the draft strategy. A support handbook with promotional material and event tools will be distributed to these partners to support their endeavours to engage on the draft strategy.

2.3.4 Aboriginal and Torres Strait Islander cultural community engagement

A culturally appropriate program of engagement for Aboriginal and Torres Strait Islander communities throughout Queensland (including the South East) will be developed for commencement at the end of October. Advice will be sought from Aboriginal and Torres Strait Islander leaders and people with experience and expertise in engagement with Aboriginal and Torres Strait Islander communities, on how to best collaborate with these communities.



2.4 Outcomes from the collaboration process

Following the three-month feedback period a final strategy will be released that will reflect how the views of all Queenslanders have been considered. The feedback will also help inform the drafting of the Queensland Violence Against Women Prevention Plan.

If appropriate, examples of how community leaders have been inspired through this process to take leadership and drive their own community programs and initiatives may also be highlighted in the final strategy.

It is hoped this process inspires people to take positive action within their own communities to create genuine change.



3 The role of MPs in the community collaboration process

3.1 Participation in the engagement program

No one knows their community like a MP. MPs represent the diversity of Queensland communities and work hard to ensure local interests are heard at a state level. That is why MPs play a key role in the process to promote and lead community collaboration in their local area.

The government welcomes the active involvement of all MPs in encouraging their local constituents to be involved in the community collaboration program for the draft strategy.

This handbook provides tools to assist MPs to effectively engage with their local communities. The tools may be used in full, as a guide or tailored to suit the needs of the MP, the electorate or the event. Electronic copies of all the tools will be provided to all electorate officers for reference and use as required.

3.2 How to get your local community leaders engaged and involved

This is an opportunity for MPs to engage with people within the electorate and champion ending domestic and family violence within the local community. As community leaders, MPs have links and connections with key sectors within the local community that should be encouraged to become involved and provide feedback on the draft strategy.

To assist MPs in this process, we have prepared a number of support tools that electorate offices can adapt for wider distribution to local community groups, businesses and relevant individuals. These include:

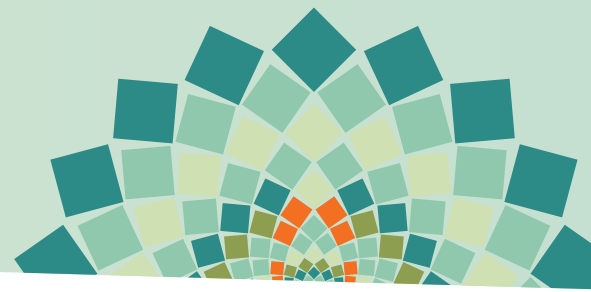
- Section 4.4 Email template to constituents
- Section 4.7 Community engagement technique guide

Other support tools for promotional purposes include:

- Section 4.3 Copy for electorate newsletter template
- Section 4.5 Shares on social media template
- Section 4.6 Hardcopy of draft strategy survey form

In addition electorate offices can also display the feedback postcard and infographic.

Community leaders within MPs' electorates are needed to drive cultural change at a community level. Following are some ideas from the *Not Now, Not Ever* report on how these leaders can actively lead cultural change.



- Everyone to get to know their neighbours to report incidents of possible domestic and family violence and not consider the abuse ‘just a domestic’ or ‘not my business’
- Families and friends to:
 - » hold their relatives and friends accountable for violent and unacceptable behaviour, and not condone or ignore behaviour of family and friends who breach the relationship of trust by engaging in domestic and family violence
 - » be networks of safety for people who have suffered domestic and family violence to provide an environment where victims feel able to seek help and take action to remove themselves from danger and threats of coercion
- Religious leaders to:
 - » take a leadership role in fostering and encouraging respectful relationships in their community and to teach their communities and congregations that coercive control and violence are never acceptable
 - » provide support to victims of domestic and family violence and encourage their community to do so
- Sporting organisations:
 - » professional athletes and sporting teams of all types to model respectful relationships, and to highlight to fans, athletes and team mates that domestic and family violence will not be tolerated
 - » to ‘start the conversation’ about domestic and family violence
 - » organised sporting clubs to train coaches, referees and others involved with the sport, including volunteers, to identify when domestic and family violence may be occurring and how to safely intervene
- Community organisations to:
 - » play a leadership role in creating a community environment where all members of their community feel empowered to take action to stop violence. This includes helping members to develop skills in preventing and safely intervening in domestic and family violence incidents in their community
- Parents & Citizens (P&C) associations to:
 - » proactively work with school principals and teachers to build school communities that model healthy relationships and respect for all and to support principals and teachers in the delivery of domestic and family violence prevention initiatives for their school
- Media and entertainment industry:
 - » producers and creators of all kinds of media, including the entertainment industry and the online community, to take the opportunity to depict domestic and family violence in ways that create a better understanding of the nature of the problem, as well as ways to best respond to either prevent or intervene.



3.3 Managing victim-based incidents (what to do if approached)

Should you or members of your electorate staff be approached by someone experiencing abuse or knows of someone experiencing abuse and asks for your help, direct them to a number of the statewide services listed below:

In an emergency call the police on 000 (triple zero)

DVConnect Womensline

1800 811 811

(Queensland) 24 hours, 7 days a week

DVConnect Mensline

1800 600 636

(Queensland) 9.00 am–12 midnight, 7 days a week

Statewide Sexual Assault Helpline

1800 010 120

(Queensland) 7.30 am–11.30 pm, 7 days a week

Elder Abuse Helpline

1300 651 192

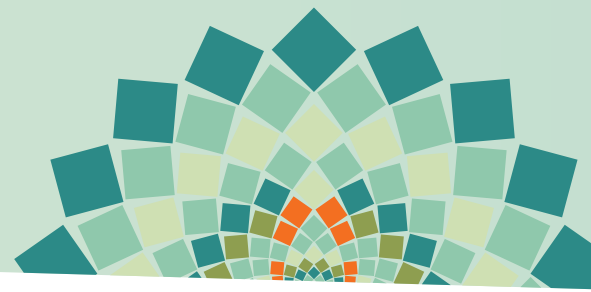
(Queensland) 9.00 am–5.00 pm, Monday to Friday

Domestic and family violence services

www.qld.gov.au/community/getting-support-health-social-issue/counselling-support-advice

Women's support services

www.qld.gov.au/community/women/support-for-women



4 Support tools and templates

4.1 Project narrative

Domestic and family violence is of significant concern to everyone. Women are disproportionately affected by domestic and family violence but it is a violence that does affect people of all ages, genders, cultures and circumstances across the Queensland community.

The 29 domestic and family violence related homicides in Queensland in the last year must sound the critical warning to everyone in the state to act to eliminate the violence.

On 28 February 2015 the Honourable Quentin Bryce AD CVO, as Chair of the Special Taskforce on Domestic and Family Violence, presented the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report to the Premier, the Honourable Anastacia Palaszczuk MP.

This report made 140 recommendations based on insights gathered from five months of engagement with communities impacted by domestic and family violence. The recommendations were made in an effort to set the vision and direction for a Queensland strategy to end domestic and family violence.

The Queensland Government has accepted all the recommendations of the report and has developed a draft *Domestic and Family Violence Prevention Strategy* which will provide the pathway for realising the vision laid down by the Taskforce—a Queensland free from domestic and family violence.

In order to achieve positive and long-term reform, fundamental change is required in community attitudes. Eliminating domestic and family violence requires the commitment of everyone in the community, not just government. Success will require harnessing support within the community for change

and raising expectations of community leaders to make a meaningful difference.

It is important to undertake a staged approach to implementing domestic and family violence prevention reforms over the next ten years. This will allow for ongoing evaluation and lessons learned to be applied to the roll out of services and the development and refinement of service models.

By taking this steady approach, government and service providers can ensure resources are directed to best serve the needs of those affected and contribute to the long lasting cultural change that is needed. Only through measured and sustainable investment will this be achieved.

A Queensland Violence Against Women Prevention Plan is also being developed in recognition of the impact of domestic and family violence and sexual assault on women. The reform agenda for domestic and family violence provides an opportunity for a related conversation on the broader issue of violence against women, its causes and appropriate responses.

From 18 August until 16 November 2015, the government is engaging with the Queensland community to seek input and insights from all Queenslanders. This will be achieved through online feedback, a series of forums through the state and encouraging organisations and communities to get involved.

It is hoped this process inspires people to take positive action within their own communities to create genuine change. We have to take action now, together as one community united in our common cause for genuine change in our society.



4.2 Media release template

Have your say on how we can end domestic and family violence in our community

The <INSERT ELECTORATE NAME> community is invited to provide comment on the Queensland Government's draft 10-year strategy to end domestic and family violence in our community.

Recently the Premier announced the government's commitment to leading a program of reform to realise the vision of the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report.

As part of this commitment a draft long-term *Domestic and Family Violence Prevention Strategy*, and an intention to develop complementary plan dedicated to the prevention of violence against women, was released for public comment.

Local member for <INSERT ELECTORATE and NAME OF MP> said any strategy to drive cultural change to end domestic and family violence at a community level is an important and vital issue everyone in the community should get behind.

"In order to achieve positive and long-term reform to the domestic and family violence landscape, fundamental change is required in community attitudes.

"Eliminating domestic and family violence requires the commitment of everyone in our community to harness support at a grassroots level and encourage our community leaders to make a meaningful difference, not just relying on government to drive this change," said <INSERT MP NAME>.

As a first step in the process to drive change, the community is being asked to go online and provide feedback on the draft *Domestic and Family Violence Prevention Strategy*.

"The Queensland Government is seeking input and the insight from all Queenslanders on the draft strategy in order to genuinely collaborate and create a roadmap for positive change in our society and I want the voice of the <ELECTORATE NAME> to be heard," said <INSERT MP NAME>.

Feedback on the draft *Domestic and Family Violence Prevention Strategy* can be provided online at www.qld.gov.au/enddomesticandfamilyviolence and closes on 16 November, 2015.

"If we want to make real change and eliminate this violence from our community once and for all, everyone needs to get involved, so I encourage my local community to have their say."

4.3 Copy for electorate newsletter template

Article for external newsletters

Domestic and family violence response

The Queensland Government is acting to eliminate domestic and family violence. All 121 of the recommendations in the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report from the Special Taskforce on Domestic and Family Violence chaired by the Honourable Quentin Bryce AD CVO, have been accepted by the government and the remaining 19 non-government recommendations are supported.

Domestic and family violence is an issue that touches the lives of so many people. There is no excuse for it and no place for it in a just society.

The government is committed to leading a program of reform to end the violence. However, it cannot do it alone and is calling on all Queenslanders to have their say on the draft *Domestic and Family Violence Prevention Strategy*.

The strategy will be the vehicle to drive change across all sectors of the Queensland community. It will encourage partnerships between the government, community, business and other areas to work towards a Queensland free from domestic and family violence.

It sets the direction for collaborative action to end domestic and family violence in Queensland, outlining a shared vision and a set of principles to guide action across government and the community, including a staged 10-year plan on how to get there. It also sets out how to best support victims and children and engage with those responsible for the violence or abuse. It will place the safety of victims and children at the heart of all efforts to address and prevent domestic and family violence.

To respond to violence against women in all its forms, the government will also develop a Violence Against Women Prevention Plan for Queensland.

Feedback on the draft strategy closes on Monday 16 November 2015.

Visit www.qld.gov.au/enddomesticandfamilyviolence to read the Government Response, have your say on the draft *Domestic and Family Violence Prevention Strategy*, and register your interest to help develop the Violence Against Women Prevention Plan.

If you are concerned someone you know may be experiencing abuse, call the statewide helplines — DVConnect Womensline 1800 811 811 or Mensline 1800 600 636.

4.4 Email to constituents template

Subject: Domestic and family violence response

The Queensland Government is acting to eliminate domestic and family violence. All 121 of the recommendations in the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report, from the Special Taskforce on Domestic and Family Violence chaired by the Honourable Quentin Bryce AD CVO, have been accepted by the government and the remaining 19 non-government recommendations are supported.

The government is committed to leading a program of reform to end the violence. However, it cannot do it alone and is calling on all stakeholders and Queenslanders to have their say on the draft *Domestic and Family Violence Prevention Strategy*.

The strategy will be the vehicle to drive change across all sectors of the Queensland community. It will encourage partnerships between the government, community, business and other areas to work towards a Queensland free from domestic and family violence.

It sets the direction for collaborative action to end domestic and family violence in Queensland, outlining a shared vision and a set of principles to guide action across government and the community, including a staged 10-year plan on how to get there. It also sets out how to best support victims and children and engage with those responsible for the violence or abuse. It will place the safety of victims and children at the heart of all efforts to address and prevent domestic and family violence.

To respond to violence against women in all its forms, the government will also develop a Violence Against Women Prevention Plan for Queensland.

Feedback on the draft strategy closes on Monday 16 November 2015.

I encourage you to visit www.qld.gov.au/enddomesticandfamilyviolence to read the Government Response, have your say on the draft *Domestic and Family Violence Prevention Strategy*, and register your interest to help develop the Violence Against Women Prevention Plan.

4.5 Shares on social media template

Facebook

The time has come to put an end to domestic and family violence in Queensland. The Queensland Government will deliver wide-ranging changes to strengthen Queensland's response to domestic and family violence and challenge the cultures and attitudes that feed the cycle of violence. It has released its response to the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report, from the Special Taskforce on Domestic and Family Violence chaired by the Honourable Quentin Bryce AD CVO, and a draft *Domestic and Family Violence Prevention Strategy*. Community feedback on the draft strategy closes on Monday 16 November 2015.

www.qld.gov.au/enddomesticandfamilyviolence

Twitter

Read the Queensland Government's #domesticandfamilyviolence response and have your say on the draft strategy. www.qld.gov.au/enddomesticandfamilyviolence

Read the Qld Government's response to the Bryce Report and have your say on the domestic and family violence strategy. www.qld.gov.au/enddomesticandfamilyviolence

The Qld Government has accepted the recommendations in the Bryce Report. Have your say on domestic violence strategy. www.qld.gov.au/enddomesticandfamilyviolence



Domestic and Family Violence

DRAFT PREVENTION STRATEGY

Have your say



Domestic and family violence affects women, men, children and families from all sections of society. There is no excuse for it and no place for it in a just and civilised society.

Together we can end the violence.

Annastacia Palaszczuk MP

Premier and Minister for the Arts

NOTE TO RESPONDENT – before completing this survey form please consider the following statement:

Domestic and family violence affects people of all ages, faiths, and circumstances across the Queensland community, whether people live in rural, regional or remote areas—it ruins families, destroys childhoods and is an unacceptable burden on our society.

The following questions relate to key components of the draft *Domestic and Family Violence Prevention Strategy* (which can be found at www.qld.gov.au/enddomesticandfamilyviolence).

Please note that to be best equipped to respond to the survey it is recommended that you read the strategy.

It is important to note that although the strategy does not name specific groups it does consider all genders, all age groups, Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, lesbian, gay, bisexual and transgender intersex populations, and people with a disability.

DEMOGRAPHIC INFORMATION

1. What is your postcode? _____

2. What is your gender?

- ☐ Male
☐ Female
☐ Other

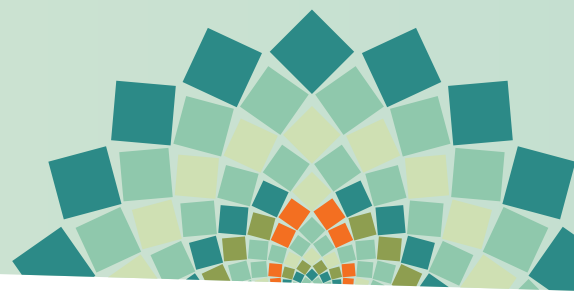
3. What is your age?

- ☐ 18 to 24
☐ 25 to 34
☐ 35 to 44
☐ 45 to 54
☐ 55 to 64
☐ 65 to 74
☐ 75 or older
☐ Prefer not to say

4. Which of the following populations do you most identify with?

(Please note that you can select more than one option)

- ☐ Aboriginal or Torres Strait Islander
☐ CALD (Culturally and Linguistically Diverse)
☐ LGBTI (Lesbian, Gay, Bisexual, Transgender, and Intersex)
☐ People with a disability
☐ None of the above
☐ Other (please specify)



QUESTION 1

.....

Our vision:

A Queensland free from domestic and family violence.

Does this vision statement provide a clear goal for the strategy over the next 10 years?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 2

.....

Key outcome:

All Queenslanders feel safe in their own homes and children can grow and develop in safe and secure environments.

Do you think this key outcome is the most important in achieving our vision?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 3

.....

Support outcomes:

1. Queensland communities are safe and foster zero tolerance of domestic and family violence
2. Victims and their children are safe and supported to recover
3. Perpetrators stop using violence
4. Victims and perpetrators feel supported in the justice system
5. Queensland community, business and government leaders are taking action and working together
6. Respectful relationships and modelling non-violent behaviour in the home are embedded in education
7. Queensland's workplaces and workforces challenge attitudes that contribute to violence against women and are able to effectively support people affected.

Do you think these supporting outcomes are important markers of our success in achieving a Queensland free of domestic and family violence?

☐ Yes

☐ No

If no, what else do you think should be included or excluded?



QUESTION 4

Guiding principles:

- Domestic and family violence is not acceptable
- Denigration and disrespect of women is not acceptable
- All Queenslanders deserve to be equally valued and respected regardless of age, gender, identity, culture, religion, education, impairment, health or race
- All Queenslanders have the right to live in respectful, supportive and safe relationships and to feel safe and secure in their homes
- The safety of victims is paramount
- Domestic and family violence is everyone's concern and eliminating it is everyone's responsibility
- Community leaders and groups can champion and drive change
- Practical solutions are required to support victims and perpetrators
- Education of children and young people is key to achieving generational change in behaviour.

Do you think these principles are important in achieving a Queensland free of domestic and family violence?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 5

Action areas:

2015–2016 Action Plan will focus on:

- Demonstrating strong leadership and governance
- Forming community partnerships
- Identifying needs-based services for victims and perpetrators
- Strengthening justice responses to protect/empower victims and hold perpetrators to account
- Building the evidence base.

2016–2017 to 2018–2019 Action Plan will focus on:

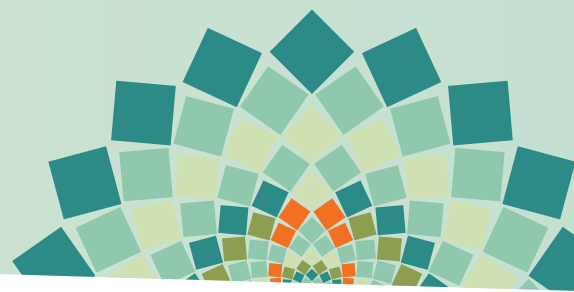
- Empowering community action
- Making supportive workplaces common place
- Developed models of integrated services and commenced roll out across Queensland
- Embedding awareness and change within the law and justice system.
- 2019–20 to 2021–22 Action Plan will focus on:
- Growing local networks to support communities
- Expanding and fully rolling out needs based integrated services
- Embedding an enhanced justice response.
- 2022–23 to 2024–25 Action Plan will focus on:
- Enabling change to be driven by communities
- Further tailoring integrated support services
- Evaluating justice and court responses for future reform.

Do you think that the foundation year (2015–2016 Action Plan) has all of the essential elements to build a successful ten-year strategy?

☐ Yes

☐ No

If no, what do you think should be included?



Do you think the action plans provide a clear basis for addressing domestic and family violence?

- ☐ Yes
☐ No

If no, what else do you think should be included?

Do you think the action plans create a clear basis to achieve positive cultural and attitudinal change across our community?

- ☐ Yes
☐ No

If no, what else do you think should be included?

QUESTION 6

The Domestic and Family Violence Prevention Council will provide independent oversight of the implementation of the strategy.

The Council will be appointed by the Premier and will be a strong advocate for ensuring action on eliminating domestic and family violence in Queensland remains a focus.

The Council will report to the Premier, initially on a six month basis, on progress achieved with implementation of the reforms.

The Council will assess the performance of those taking action to prevent domestic and family violence in Queensland and have a critical role in shaping ongoing implementation. This report will be tabled in Parliament to allow for public scrutiny of progress towards achieving the community vision.

Do you think the proposed Domestic and Family Violence Prevention Council will be an effective mechanism in ensuring the strategy is achieving its purpose?

- ☐ Yes
☐ No

If no, what else do you think should be included?

QUESTION 7

The evaluation framework for the *Domestic and Family Violence Prevention Strategy* will include:

- A structured review of the way in which the strategy is implemented, giving particular consideration to the governance, resourcing and practices associated with implementation
- A number of flagship evaluations of initiatives actioned under the strategy that comprehensively assess the implementation, outcomes and cost-benefits associated with these specific initiatives
- Regular reporting on families' wellbeing and exposure to violence over time as an indicator of our success in responding to domestic and family violence
- A capacity building component designed to encourage and support evaluation of initiatives implemented in the strategy.

Will these four components allow us to understand if our response to domestic and family violence is working?

☐ Yes

☐ No

If no, what else do you think should be included?

QUESTION 8

How would you, or your organisation, help to create culture change around domestic and family violence in your community?

QUESTION 9

There are a number of state government domestic and family violence strategies across Australia – for example: *It Stops Here* (New South Wales); *Taking a Stand* (South Australia); *Creating Safer Communities* (Western Australia).

What do you think would be an appropriate title for the Queensland strategy?

QUESTION 10

Are there any other comments you would like to make on the draft Domestic and Family Violence Prevention Strategy?

Thank you for providing feedback on the draft Queensland Domestic and Family Violence Prevention Strategy.

If you would like to respond to these questions as an individual go online at www.qld.gov.au/enddomesticandfamilyviolence. The feedback period ends on Monday 16 November 2015.

The final strategy will consider all inputs from Queenslanders consulted. It is hoped that this process inspires you, as leaders in the sector, to take positive action within your own communities to create genuine change.

Community engagement techniques —overview

What are they?

There are hundreds of ideas on how to engage communities. Listed below are some of the easiest and most successful techniques for the kind of engagement associated with feedback into the draft *Domestic and Family Violence Prevention Strategy*. They include:

- open houses
- event piggy-backing
- citizen-organised activities
- world cafes.

We know that what works in one location may not in another. We also know that providing options is an effective way to reach different people. So think about your communities and read through the individual fact sheets to work out what might work best in your electorate.

Important to note for all events

Be conscious of safety issues for victims and perpetrators of domestic and family violence in these open invitation events. Ensure there is adequate support on the day from domestic violence support services sector including Queensland Police. Also consider having appropriate counseling services available.

Check with local DFV service providers in the area for support.

Key tips

1. Think about what has previously been quite effective in your electorate.
2. Work with a small, diverse team to identify a range of existing opportunities (e.g. events, regular meetings) that you can piggy-back upon.
3. It probably makes sense to plan to do a few things well than a lot of things badly.
4. Remember that you don't have to organise or facilitate everything. Packages will be available to give to others to run their own events, and to convey their thoughts.

What support can I get?

The project team for the *Domestic and Family Violence Prevention Strategy* are available to provide advice and support including:

- online engagement process (statewide)
- finding a local or nearby facilitator if and when required
- designing your event or technique
- providing additional information about techniques
- case studies.

Contact Mindy Kayes from the Social Policy Unit:
Mindy.Kayes@premiers.qld.gov.au
or phone (07) 3003 9176

For more information visit:

www.qld.gov.au/web/community-engagement
www.iap2.org
www.ncdd.org
www.activedemocracy.net/articles

Community engagement techniques —open houses

What are they?

An open house is the set up of an informal self-serve session that participants can attend when it is convenient for them. It typically includes a number of displays and information stations that people can peruse in their own time, ask questions of project representatives and leave feedback and comments.

Important to note for all events

Be conscious of safety issues for victims and perpetrators of domestic and family violence in these open invitation events. Ensure there is adequate support on the day from domestic violence support services sector including Queensland Police. Also consider having appropriate counseling services available.

Check with local DFV service providers in the area for support.

Key tips

1. Choose a bright or light-filled welcoming venue.
2. Create attractive engaging displays that encourage interaction and comments.
3. Use post-it notes, flip-charts and feedback forms to capture input.
4. Schedule multiple open houses at different time slots and locations to maximise the opportunity for people to participate.
5. Provide refreshments to make people feel welcome and appreciated.

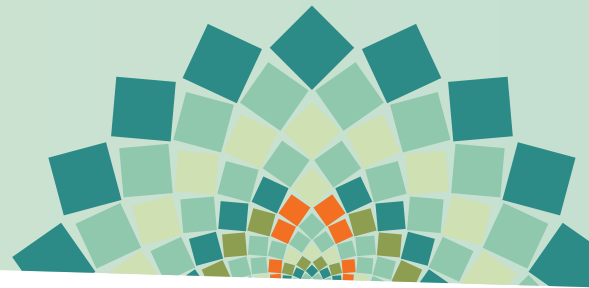
How might they be useful for the draft *Domestic and Family Violence Prevention Strategy*?

If you choose to use an open house it will be really important to:

- run it long enough and in a prominent location to give a broad range of people the chance to visit it
- provide copies of the infographic, postcard and hard copies of the survey on the draft strategy.

For more information visit:

www.qld.gov.au/web/community-engagement



FACTSHEET

Community engagement techniques —event piggy-backing

What is it?

There is an existing network of well-organized groups of people who come together with a shared interest and the intention to achieve common goals. The existing meetings of these clubs and organisations can become the vehicle for a community discussion rather than planning stand-alone events for a project.

When to use them

When the conversation you would like to have with the community does not require technical experts to be present or facilitators trained in the running of a detailed workshop, it is a cost-effective way to run engagement activities. It also allows those groups who already serve the community to play an active part in the project.

Important to note for all events

Be conscious of safety issues for victims and perpetrators of domestic and family violence in these open invitation events. Ensure there is adequate support on the day from domestic violence support services sector including Queensland Police. Also consider having appropriate counseling services available.

Check with local DFV service providers in the area for support.

Key tips

1. Provide easy templates with the focus questions for people to use to guide and record their conversations.
2. Provide formal recognition to the organisation for their participation.
3. If time does not permit, encourage local groups to make feedback into the draft *Domestic and Family Violence Prevention Strategy* an agenda item and refer to other activities being planned.

How might they be useful for the draft *Domestic and Family Violence Prevention Strategy*?

Piggy-backing means that MPs don't have to be everywhere or organise everything. Existing groups are meeting anyway and may be very pleased to be invited to host a conversation on the draft *Domestic and Family Violence Prevention Strategy*. Consider P&F meetings, service clubs (e.g. Apex, Rotary) and community interest groups.

For more information visit:

www.qld.gov.au/web/community-engagement

Community engagement techniques —citizen-organised activities

What are they?

Citizens are holding events of all kinds all the time—dinner parties, picnics, club meetings, reunions, parties, family get togethers. Citizens can volunteer to discuss a subject of community concern informally or formally using the information provided by the project sponsor—and register the feedback from their session via a specified method (such as online).

When to use them

When an issue is highly contentious, affects a lot of people, or inspires a lot of people, citizens may like to hold their own unfacilitated discussions and record their views ‘officially’. This can be a great way to build community and generate interest and involvement in the topic in a bid to bring about cultural change in the community. It sends the message that everyone can be involved, at a time and with the company of their choice.

Important to note for all events

Be conscious of safety issues for victims and perpetrators of domestic and family violence in these open invitation events. Ensure there is adequate support on the day from domestic violence support services sector including Queensland Police. Also consider having appropriate counseling services available.

Check with local DFV service providers in the area for support.

Key tips

1. Promote the opportunity widely.
2. Provide hard copies of the draft *Domestic and Family Violence Prevention Strategy* survey form for people to use to guide and record their conversations.
3. Public recognition of involvement holding a session and/or other incentive may increase participation.
4. Focus on the importance of being involved in this activity to provide feedback on an important topic.

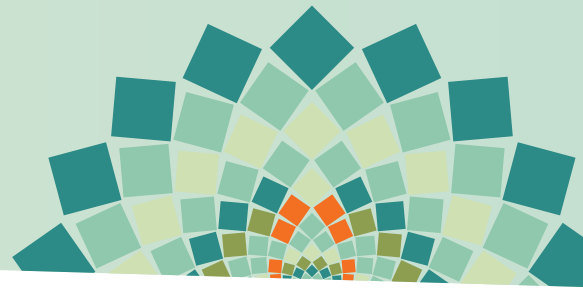
How might they be useful for the draft *Domestic and Family Violence Prevention Strategy*?

We suggest that you encourage people to enter into discussion about draft *Domestic and Family Violence Prevention Strategy* at any organised occasion they are holding.

Ensure appropriate security and support measures have been taken to support any victims of domestic and family violence that might attend.

For more information visit:

www.qld.gov.au/web/community-engagement



FACTSHEET

Community engagement techniques —world cafés

What is it?

A world café is a way of bringing a diverse group of people together to have a number of simultaneous conversations about pre-determined topics of interest. Small groups of participants are seated together at a number of café style tables. Typically participants are asked to disperse to other tables (except for table hosts who make notes) with a new group of participants at regular intervals so that people meet and mix ideas with one another.

When to use them

World cafés foster open communication and the sharing of new perspectives in an informal atmosphere. They can build relationships among participants and enable meaningful conversation to find patterns and common ground in a relatively short time.

Important to note for all events

Be conscious of safety issues for victims and perpetrators of domestic and family violence in these open invitation events. Ensure there is adequate support on the day from domestic violence support services sector including Queensland Police. Also consider having appropriate counseling services available.

Check with local DFV service providers in the area for support.

Key tips

1. Set the context—the reason you are bringing people together.
2. Create an hospitable space that feels safe and inviting.
3. Explore questions that matter—knowledge emerges in response to compelling questions.
4. Encourage everyone's contribution.
5. Connect diverse perspectives. As participants carry key ideas or themes to new tables, they exchange perspectives, greatly enriching the possibility for new insights.
6. Listen together for patterns, insights and common ground.
7. Share and record collective discoveries.

How might they be useful for the draft *Domestic and Family Violence Prevention Strategy*?

A world café is a method you can use instead of a conventional town hall meeting. It can be very useful to engage a skilled facilitator who is experienced with this method. It will be important to use the focus questions for the draft strategy and to allow people time to listen to other perspectives.

For more information visit:

www.theworldcafe.com

4.8 High-level FAQs

Q: What has been involved in creating the draft *Domestic and Family Violence Prevention Strategy*?

A: A series of roundtables have been held throughout Queensland, including remote and regional areas, since the announcement to develop the draft strategy.

This early engagement helped to set the shared vision for Queensland and a set of principles to guide action across the community.

The draft strategy has also been informed by the Special Taskforce *Not Now, Not Ever* report. Over five months the Special Taskforce, chaired by the Honourable Quentin Bryce AD CVO:

- received 185 submissions
- met with 367 different groups including survivors, service providers and community leaders
- hosted awareness raising events in which 457 Queenslanders participated
- commissioned focus groups that spoke with 164 people
- received 897 completed surveys.

Q: What will the final strategy include?

A: The draft strategy sets out the plan on how to achieve this shared vision and how to get there, that is, how action will be staged over the next ten years.

It is for this draft the government is seeking input from the community sector and interested parties in order to shape a final strategy that

brings all of Queensland together in partnership.

A comprehensive, planned and articulated approach to change will help to guide and motivate these partners to do better, to provide better services and to drive cultural change.

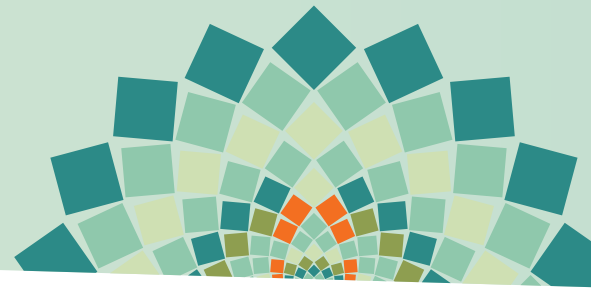
The final strategy will be underpinned by a series of four action plans to realise this vision.

Q: What about all the other great work in the domestic and family violence prevention area?

A: The strategy will build on the successful strategies developed by the sector over the past 30 years while seeking to enhance practices where adjustment may be needed.

It will also build on and co-ordinate with current initiatives to optimise outcomes for those affected by domestic and family violence and avoid duplication maximise effectiveness. These include:

- Special Taskforce on Domestic and Family Violence
- National Plan to Reduce Violence Against Women and their Children supported by the Council of Australian Governments (COAG)
- International Agreements through the Universal Declaration of Human Rights
- Queensland's Stronger Families Reforms developed in response to the Queensland Child Protection Commission of Inquiry.



Q: How can the community get involved in the strategy?

A: The feedback period for the *Domestic and Family Violence Prevention Strategy* and Queensland Violence Against Women Prevention Plan will be for three-months commencing on Tuesday 18 August and ending on Monday 16 November 2015.

Feedback on the draft will be via:

- Online www.qld.gov.au/enddomesticandfamilyviolence
- Statewide engagement program (majority will be via invitation only with some public forums)
- One-on-one meetings with individuals and organisations with expertise or experiences relevant to technical aspects of the strategy.

Q: Why is the Violence Against Women Prevention Plan separate from the *Domestic and Family Violence Prevention Strategy*?

A: There have been continued calls from the community and service sector for the wider consideration of the many other forms of violence against women in addition to domestic and family violence.

While the Taskforce scope was limited to analysing domestic and family violence in Queensland, this reform agenda provides a valuable opportunity to start this conversation within government and across the community around the broader issue of violence against women, its forms, causes, the development of appropriate responses and the framework for the Plan.

Q: How does the Queensland Violence Against Women Prevention Plan (the Plan) work with the *Domestic and Family Violence Prevention Strategy*?

A: The Plan and the strategy and community collaboration program will be integrated where appropriate. Both the Department of the Premier and Cabinet (DPC) and the Department of Communities, Child Safety and Disability Services (DCCSDS) will work collaboratively to provide a holistic and comprehensive community collaboration program for input into the draft strategy and the future Plan.

A comprehensive domestic and family violence prevention strategy is needed to partner with this plan to ensure action is taken across the community in a coordinated and cohesive way to keep women safe in their homes and in public.

Q: What is an integrated response?

A: An integrated response refers to service delivery focused on ensuring the best possible response for a person affected by domestic and family violence. An integrated response is not simply coordination or collaboration between agencies, but is about ensuring that all those responsible for service delivery agree on common goals, protocols and practices that govern their service delivery.

Q: What action has government taken regarding domestic and family violence?

A: The Queensland Government is making an initial investment of \$31.3 million over four years (\$5.2 million in new funding and \$26.1 million in reprioritised funding) towards implementing high priority recommendations of the Queensland Domestic and Family Violence Taskforce Report (the Taskforce Report).

This is our government's first step in responding to the Taskforce Report. On the 18 August 2015 Premier Palaszczuk announced the government's acceptance of the 121 of the 140 recommendations that were directed at the government sector. This response underpinned the draft *Domestic and Family Violence Prevention Strategy* which was also released on the 18 August for a three-month public feedback period which will close on the 16 November 2015.

Q: What has been committed in the State Budget for 2015–16?

A: Funding of \$14.4 million is provided for 2015–16 by the Queensland Government for key initiatives (\$31.3 million over four years). Some of this includes:

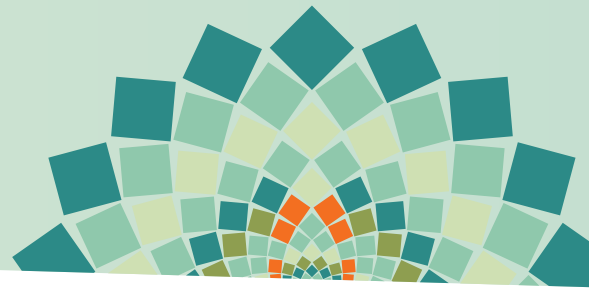
- \$6.8 million (\$19.9 million over four years) to establish two 72-hour crisis shelters in Townsville and Brisbane, providing immediate safety for women and their children escaping violence
- contributing \$3 million towards a national campaign designed to reduce violence against women and their children

- \$0.5 million (\$2.1 million over four years) to establish a Domestic and Family Violence Death Review and Advisory Board and increase staff in the Domestic and Family Violence Death Review Unit. The Board will help identify gaps in procedures and systems connected with domestic and family violence related deaths and make recommendations for improvements which could save lives
- \$0.7 million to develop models for the integrated delivery of domestic and family violence services in one urban, one regional and one discrete Indigenous community, working with the domestic and family violence sector to improve outcomes for clients. These models will be considered for piloting in a subsequent phase of implementation of the Taskforce Report recommendations.

Other funding highlighted in the 2015–16 Budget:

In addition to the investment of \$31.3 million to implement preliminary recommendations of the Taskforce Report, the 2015–16 Budget highlighted the following funded commitments:

- new funding of \$1.1 million in 2015–16 to Legal Aid Queensland to expand its domestic violence duty lawyer services (for both applicants and respondents) to 14 locations across the state, as part of the election commitment to review funding for legal aid
- \$26.2 million in 2015–16 (\$104.7 million over four years) to continue to provide domestic and family violence prevention and support services through the Department of Communities, Child Safety and Disability Services



- \$7.1 million in 2015–16 (\$42.1 million over four years) for child safety reforms for services addressing domestic and family violence. This funding was provided in response to recommendations of the Queensland Child Protection Commission of Inquiry
- \$28.7 million in 2015–16 (\$57.4 million over two years) in matched funding to continue the National Partnership Agreement on Homelessness in Queensland. Priority will be given to services which support women and their children experiencing domestic violence and children and young people at risk of homelessness.

violence prevention measures as part of the government's ongoing implementation of the response to the Taskforce Report will take place in the 2016–17 Budget.

Q: What funding will be available for the draft strategy and Government Response?

A: A steady approach to implementation of the Government Response and draft strategy is needed to ensure the best outcomes for those affected by domestic and family violence. In particular, a staged approach will allow for ongoing evaluation and lessons learned to be applied to the roll out of services and the development and refinement of service models. Only through measured and sustainable investment will the objectives eliminating violence be achieved.

The government has provided \$31.3 million in the 2015–16 Budget to implement preliminary measures from the Taskforce Report. This includes funding for the development of models for integrated service delivery which will be considered for piloting in one urban, one regional and one Indigenous discrete area. The next consideration of investment strategies for domestic and family



Appendix 6

Selection of images from the
community collaboration
program



Appendix 6: Selection of images from the community collaboration program

Note: A selection of images of roundtable sessions and public information hubs held across Queensland



Figure 1: Public Information Hub resources



Figure 2: Townsville Public Information Hub



Figure 3: Toowoomba Roundtable



Figure 4: Sunnybank Roundtable



Figure 5: Townsville Roundtable



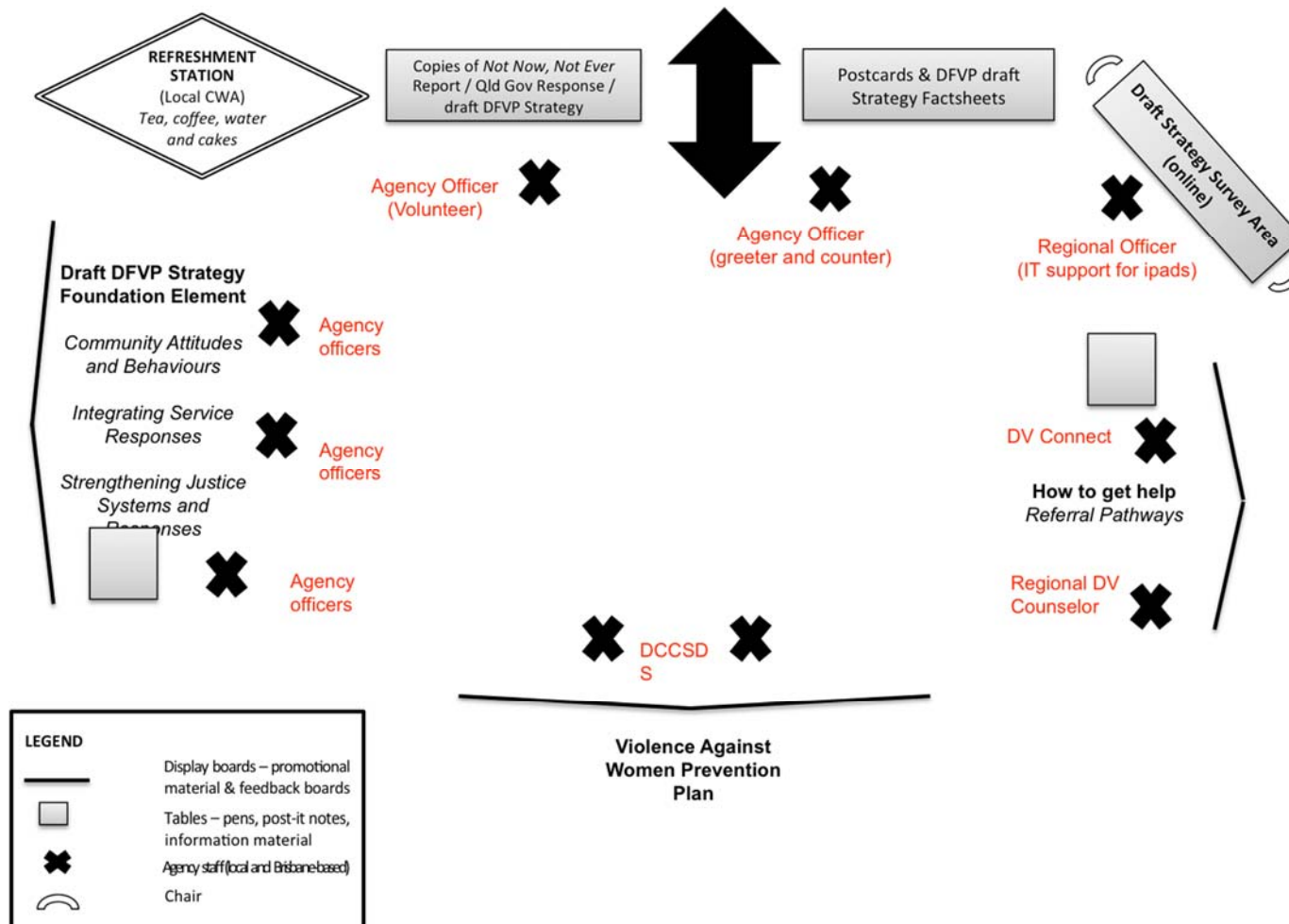
Figure 2: Mount Isa Roundtable



Appendix 7

Layout of the Public Information Hubs

PROPOSED LAYOUT – *may be subject to change depending on venue set up*



SUMMARY

- Host/greeter to welcome and provide direction as public enter
- 1 x station dedicated to the draft Domestic and Family Violence Prevention Strategy with three foundation themes listed
- 1 x station dedicated to Violence Against Women Prevention Plan
- 1 x station dedicated to providing information on where people can seek help
- 1 x station for to go online (iPads provided) to answer the draft Strategy survey and the VAW Plan survey
- Light refreshment stand

NOTE: *Minimum of 2 uniformed officer will be staffing one of the draft Strategy stations however will be on hand should any issue arise.*

*DV Counselor will be available at the **How to Get Help** station should any member of the public require help.*

Appendix 8

Print advertisement of a Public
Information Hub

COMMUNITY CONVERSATION

Domestic and Family Violence

The Queensland Government is determined to eliminate domestic and family violence in partnership with the community.

Come along to an Information hub on domestic and family violence this Friday on the Gold Coast to have your say on how we can address this important issue. Everyone is welcome.

Drop in anytime between 11.30am and 2.30pm.

Together we can end the violence.

Date: Friday 9 October 2015
Time: 11.30am to 2.30pm
Location: Southport Community Centre,
6 Lawson Street, Southport

For more information visit
qld.gov.au/enddomesticandfamilyviolence

*If you or someone you know is experiencing abuse, call the statewide helplines—
DV Connect Womensline 1800 811 811
or Mensline 1800 600 636*



**Queensland
Government**

Appendix 9

Sample social media text for
community feedback



Appendix 9: Sample social media text for community feedback

Facebook

The time has come to put an end to domestic and family violence in Queensland. The Queensland Government will deliver wide-ranging changes to strengthen Queensland's response to domestic and family violence and challenge the cultures and attitudes that feed the cycle of violence. Learn more about the draft Domestic and Family Violence Prevention Strategy by attending one of our Public Information Hubs throughout October and early November. Go online at: <https://www.communities.qld.gov.au/gateway/end-domestic-and-family-violence/community-conversation> to find an event close to you.

You can also provide your feedback on the draft strategy on line. Feedback closes on Monday 16 November 2015. <https://www.communities.qld.gov.au/gateway/end-domestic-and-family-violence/dfvp-strategy/submit-a-formal-submission>

Twitter

Drop in at one of our Public Information Hubs this month and find out more on the draft strategy. <https://www.communities.qld.gov.au/gateway/end-domestic-and-family-violence/community-conversation>



Appendix 10

Sample media release promoting
the Public Information Hub and
Roundtables



Media release

Minister for Disability Services, Minister for Seniors and Minister
Assisting the Premier on North Queensland
The Honourable Coralee O'Rourke

Townsville residents to have their say on domestic and family violence

Townsville residents will have an opportunity tomorrow to have their say on how North Queensland can tackle the scourge of domestic and family violence.

The Townsville City Council Forecourt will host an information hub on domestic and family violence and residents can drop in anytime between 11 am and 3 pm.

The information hub will coincide with the Townsville City Council Domestic and Family Violence Day of Action March, which starts at 11 am in Flinders Square and ends in the Council Forecourt.

Minister Assisting the Premier on North Queensland and Mundingburra MP Coralee O'Rourke said it was time for North Queenslanders to come together as a community to end the violence.

"Sadly, domestic and family violence happens every day across Queensland, and reaches every corner of our communities," Mrs O'Rourke said.

"I don't want to see another life lost at the hands of a loved one," she said.

"Domestic and family violence in any form is absolutely not acceptable, and there's no place for it in our community. We need to make a stand against this problem together."

Minister O'Rourke said the information hub provided an important opportunity for residents to talk to officers about the Palaszczuk Government's strategy to end domestic and family violence.

"I encourage Townsville residents to get along to the information hub tomorrow at the Council Forecourt to share their ideas and views on how we can tackle this important issue," she said.

"I'm also chairing a domestic and family violence roundtable with community leaders and service providers, which will look at local solutions.

"The Palaszczuk Government has allocated more than \$3.7 million over three years for services to tackle domestic and family violence in Townsville, as well as \$8 million to establish and run new crisis shelters in Townsville and Brisbane.

"We need commitment from government, community and business to end the violence together."

In February, the Premier announced the Queensland Government's commitment to realise the vision of the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report. The Palaszczuk Government accepted all 140 of the report recommendations including the 121 directed at government, and will invest \$31.3 million over four years to implement them.

For more on the information hub go to qld.gov.au/enddomesticandfamilyviolence

If you or someone you know is experiencing abuse, call the statewide helplines – DVConnect Womensline 1800 811 811 or Mensline 1800 600 636.

Media Contact: Minister O'Rourke's office 3719 7184

[Unsubscribe](#)

Appendix 11

Online Feedback Report

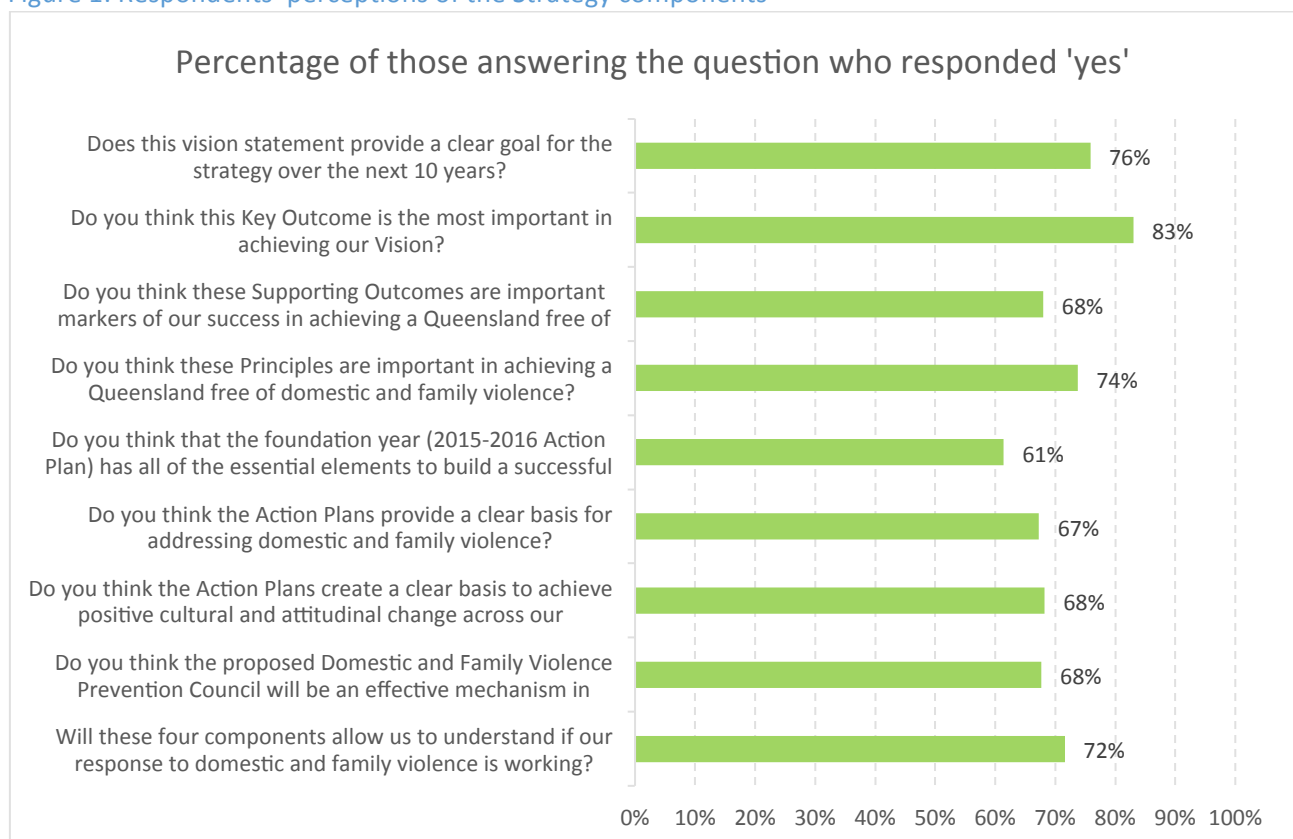
Draft Domestic and Family Violence Prevention Strategy online feedback report

Executive summary

An online survey of community perceptions of the draft Domestic and Family Violence Prevention Strategy was conducted between 18 August 2015 and 16 November 2015. A total of 695 responses were included in the final analysis with the responses received largely reflecting the views of middle-aged women. Overall, there was broad support across participants for the Strategy's components (see Figure 1). The component receiving the most support was the Key Outcome (83%) and the component receiving the least support was the foundation year Action Plan (61%).

In general, there was broad support for the vision of 'a Queensland free from domestic and family violence' and for the three foundational elements of the draft Strategy being community attitudes and behaviours, integrating service responses, and strengthening justice system responses. The majority of the feedback agreed with the intent of all seven supporting outcomes however there was consistent feedback on refining some of the language used in the supporting outcomes. The feedback received has been carefully considered in the finalisation of the Strategy.

Figure 1: Respondents' perceptions of the Strategy components



Background

The online survey opened on Tuesday 18 August 2015 and closed on Monday 16 October 2015. Promotional activity for the survey focused on leveraging off distribution within Government and NGOs engaged with Government, with no unpaid or paid advertising utilised.

It is important to note that:

- Participants to the survey were not representative of the broader Queensland population. As a result, the responses reported here may not accurately reflect attitudes towards the Draft Domestic and Family Violence Prevention Strategy among a more representative sample of Queenslanders.
- Administration of the survey did not include a deliberate sampling strategy. Responses should, therefore, not be considered representative of the Queensland population.
- The Draft Domestic and Family Violence Prevention Strategy survey was not widely publicised amongst the general public. Responses to the current survey may therefore be more likely to reflect the views of those individuals with a particular interest in government policy relevant to domestic and family violence (DFV) than general attitudes among the broader Queensland population.
- A number of participants did not complete all questions in the survey. Response fatigue can impact on the quality of data participants provide, and may have further limited the representativeness of the results.

Sample size

A total of 703 participants commenced the survey. Of these, 8 people disagreed with the Terms of Use and Privacy Notice. Therefore, only 695 responses were subject to further analysis. As not all questions were mandatory, not all questions were answered by all respondents. Ninety-one percent of respondents indicated they were responding as a private individual and 9% indicated they were responding on behalf of an organisation.

Demographics

Gender and age

The gender and age of participants is reported in see Table 1 showing that 76% of the sample was female and 55% of the sample was aged 35 to 54. As a result, the responses presented here largely reflect the views of middle-aged women.

Table 1: Gender and age of participants

Age ^a	Female		Male		Other		Total	
	number	% of females	number	% of males	number	% of other	number	% of total
18 to 24	39	10%	10	8%	0	-	49	9%
25 to 34	72	18%	24	19%	1	33%	97	18%
35 to 44	122	30%	37	30%	1	33%	160	30%
45 to 54	113	28%	23	18%	0	-	136	25%
55 to 64	50	12%	22	19%	1	33%	74	14%
65 to 74	10	2%	6	5%	0	-	16	3%
75 or older	1	0%	2	2%	0	-	3	1%
Total	407	100%	125	100%	5 ^b	100%	536 ^c	100%

Notes:

a. The option to select under 18 was not included in the survey.

b. Two of these respondents preferred not to give their age.

c. In total, 155 respondents chose not to provide their gender and 159 respondents chose not to provide their age. The percentages reported reflect the proportion of participants who chose to answer the question.

Identifying with sub-populations

As shown in Table 2, the majority of survey participants reported not identifying with any sub-populations (n=410, 79%) and 4% of participants identified as Aboriginal and/or Torres Strait Islander, 7% as CALD, 5% as LGBTI, and 5% as people with a disability.

Table 2: Identifying with sub-populations

	number	% of total
Aboriginal nor Torres Strait Islander	22	4%
CALD (Culturally and Linguistically Diverse)	36	7%
LGBTI (Lesbian, Gay, Bisexual, Transgender, and Intersex)	27	5%
People with a disability	27	5%
None of the above	410	79%
Other	32 ^a	6%
Total	554 ^b	100%

Notes:

- a. 34% (n=11) of these respondents indicated they were Caucasian.
- b. 524 participants answered this question (some participants indicated they identified with more than one sub-population). 171 participants chose not to answer this question. The percentages reported reflect the proportion of participants who chose to answer the question.

Identifying with work sectors

As shown in Table 3, generalist service sector workers accounted for the largest proportion of respondents answering this question (47%).

Table 3: Identifying with work sectors

	number	% of total
Specialist support sector agency; e.g crisis shelters, DFV counselling services, perpetrator programs, specialist DFV legal services	42	10%
Generalist service sector; e.g community services, health and medical professionals, teachers and educators, legal professionals	197	47%
Law and justice; e.g Queensland Police Services, courts, court offices, judges and magistrates	49	12%
Business and industry; e.g industry groups and associations, business representative organisations	13	3%
Professional association or union; e.g unions, professional bodies	17	4%
Community group or association; e.g church and faith groups, Rotary, Lions, Legacy, RSL, Scouts, sporting groups	50	12%
Other	108 ^a	26%
Total	420 ^b	100%

Notes:

- a. 39% (n=42) of these respondents indicated they were private individuals not belong to any of the above sectors. 12% (n=13) identified as domestic and family violence survivors and 10% (n=11) identified as mothers.
- b. 275 participants chose not to answer this question. The percentages reported reflect the proportion of participants who chose to answer the question.

The Vision

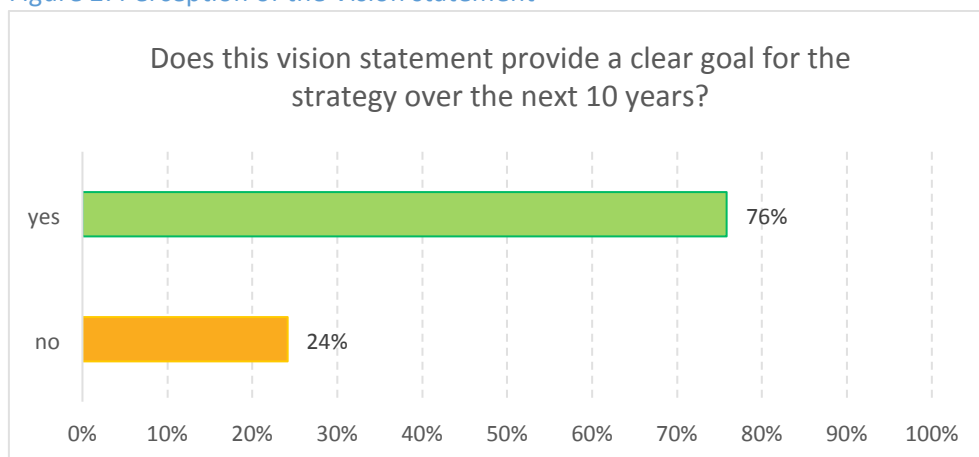
Our Vision: A Queensland free from domestic and family violence.

The majority of survey participants (n=408, 76%) agreed that this Vision statement would provide a clear goal for the strategy over the next 10 years (see Figure 2).

Of the 130 respondents who did not like the Vision statement:

- 18% (n=24) felt it was unrealistic
- 16% (n=21) suggested a slight wording change
- 14% (n=18) called for tougher laws or penalties
- 12% (n=16) objected to the word 'violence' and wanted the inclusion of more forms of abuse
- 9% (n=12) were critical of the strategy's not acknowledging enough that men and children, not just women, suffer domestic and family violence
- 8% (n=10) wanted the vision to be more specific or measurable
- 7% (n=9) wanted the statement to be positively worded rather than negatively.

Figure 2: Perception of the Vision statement



Note: 538 respondents answered this question and 157 chose not to answer this question.

The Key Outcome

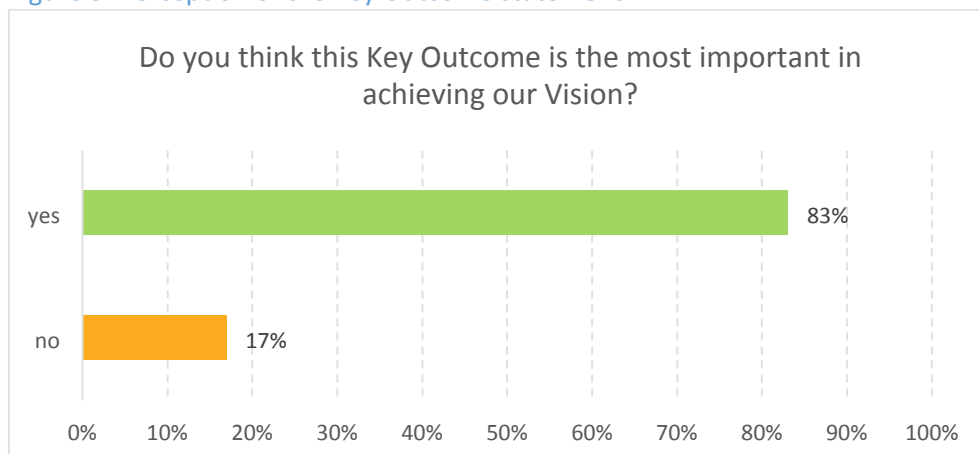
Key Outcome: All Queenslanders feel safe in their own homes and children can grow and develop in safe and secure environments.

The majority of survey participants (n=4309, 83%) agreed that this Key Outcome was the most important in achieving the Vision (see Figure 3).

Of the 88 respondents who did not think that this Key Outcome was the most important in achieving the Vision:

- 36% (n=32) thought safety should not be limited to one's 'own home'
- 16% (n=14) suggested minor wording changes (such as Queenslanders should 'be safe' rather than just 'feel safe')
- 6% (n=5) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
- 6% (n=5) called for tougher laws or penalties
- 5% (n=4) felt it was unrealistic.

Figure 3: Perception of the Key Outcome statement



Note: 518 respondents answered this question and 177 chose not to answer this question.

The Supporting Outcomes

Supporting Outcomes

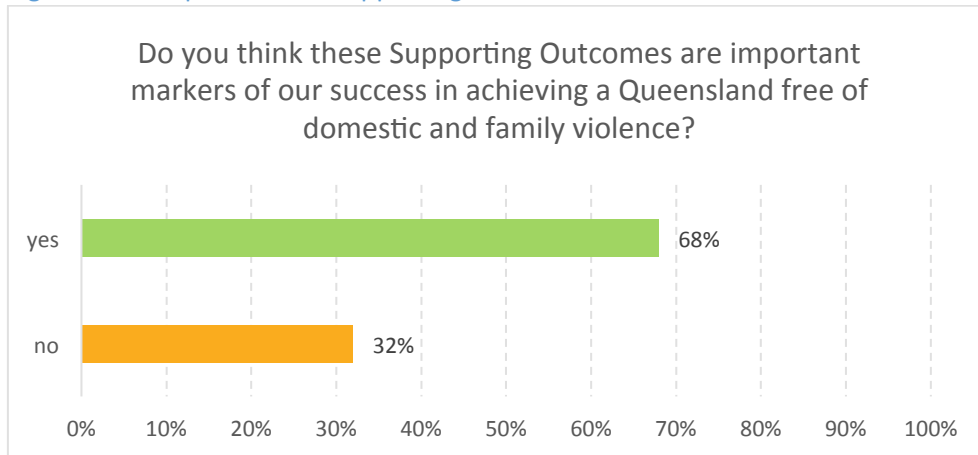
- 1) Queensland communities are safe and foster zero tolerance of domestic and family violence*
- 2) Victims and their children are safe and supported to recover*
- 3) Perpetrators stop using violence*
- 4) Victims and perpetrators feel supported in the justice system*
- 5) Queensland community, business and government leaders are taking action and working together*
- 6) Respectful relationships and modelling non-violent behaviour in the home are embedded in education*
- 7) Queensland's workplaces and workforces challenge attitudes that contribute to violence against women and are able to effectively support people affected*

The majority of survey participants (n=325, 68%) agreed that these Supporting Outcomes were important for achieving a Queensland free of domestic and family violence (see Figure 4).

Of the 153 respondents who did not think that these Supporting Outcomes were important:

- 16% (n=25) wanted more acknowledgement that men and children, not just women, suffer domestic and family violence
- 11% (n=17) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
- 10% (n=16) objected that perpetrators were being 'supported'
- 10% (n=15) called for tougher laws or penalties
- 9% (n=14) wanted a greater focus on treatment of perpetrators
- 9% (n=14) wanted more support shelters, facilities or workers
- 9% (n=13) called for a society or culture change
- 5% (n=7) wanted the inclusion of more forms of abuse included rather than just 'violence'.

Figure 4: Perception of the Supporting Outcomes statements



Note: 478 respondents answered this question and 217 chose not to answer this question.

The Guiding Principles

Guiding Principles

Domestic and family violence is not acceptable.

The safety of victims is paramount.

Denigration and disrespect of women is not acceptable.

All Queenslanders deserve to be equally valued and respected regardless of age, gender, identity, culture, religion, education, impairment, health or race.

All Queenslanders have the right to live in respectful, supportive and safe relationships and to feel safe and secure in their homes.

Domestic and family violence is everyone's concern and eliminating it is everyone's responsibility.

Community leaders and groups can champion and drive change.

Practical solutions are required to support victims and perpetrators.

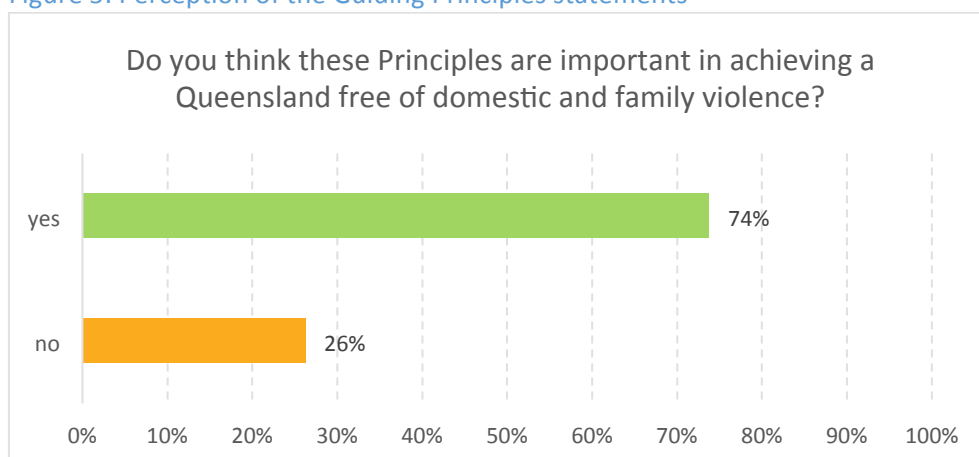
Education of children and young people is key to achieving generational change in behaviour.

The majority of survey participants (n=348, 74%) agreed that these Guiding Principles were important for achieving a Queensland free of domestic and family violence (see Figure 5).

Of the 124 respondents who did not think that these Guiding Principles were important:

- 47% (n=58) wanted more acknowledgement that men and children, not just women, suffer domestic and family violence
- 14% (n=17) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
- 7% (n=9) called for a society or culture change
- 5% (n=6) wanted the inclusion of 'sexuality' or 'sexual preference' added to the terms used
- 4% (n=5) called for tougher laws or penalties
- 4% (n=5) thought safety should not be limited to one's 'own home'
- 4% (n=5) wanted a greater focus on treatment of perpetrators.

Figure 5: Perception of the Guiding Principles statements



Note: 472 respondents answered this question and 223 chose not to answer this question.

The Action Areas

2015-2016 Action Plan will focus on:

- *Demonstrating strong leadership and governance*
- *Forming community partnerships*
- *Identifying needs based services for victims and perpetrators*
- *Strengthening justice responses to protect/empower victims and hold perpetrators to account*
- *Building the evidence base*

2016-2017 to 2018-2019 Action Plan will focus on:

- *Empowering community action*
- *Making supportive workplaces common place*
- *Developed models of integrated services and commenced roll out across Queensland*
- *Embedding awareness and change within the law and justice system*

2019-20 to 2021-22 Action Plan will focus on:

- *Growing local networks to support communities*
- *Expanding and fully rolling out needs based integrated services*
- *Embedding an enhanced justice response*

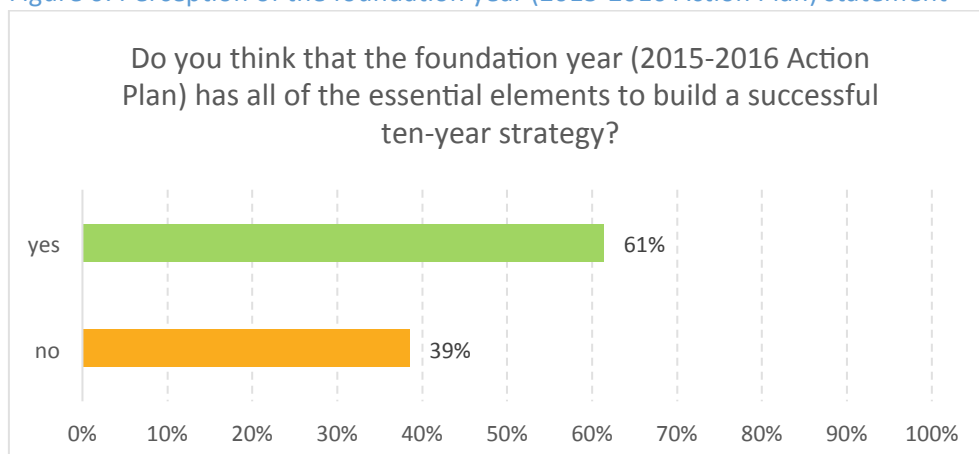
2022-23 to 2024-25 Action Plan will focus on:

- *Enabling change to be driven by communities*
- *Further tailoring integrated support services*
- *Evaluating justice and court responses for future reform*

The majority of survey participants (n=258, 61%) agreed that the foundation year Action Plan had all the essential elements to be successful (see Figure 6). Of the 162 respondents who did not think that the Action Plan would be successful:

- 19% (n=30) criticised policing, laws, courts or some other criminal justice system component
- 17% (n=28) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
- 10% (n=16) thought that the timeframes were too long
- 11% (n=18) wanted more support shelters, facilities or workers
- 7% (n=12) wanted a greater focus on treatment of perpetrators
- 7% (n=11) wanted more acknowledgement that men and children, not just women, suffer domestic and family violence
- 7% (n=11) wanted the Plan to be more specific or measurable
- 6% (n=10) called for tougher laws or penalties
- 6% (n=9) called for a society or culture change.

Figure 6: Perception of the foundation year (2015-2016 Action Plan) statement



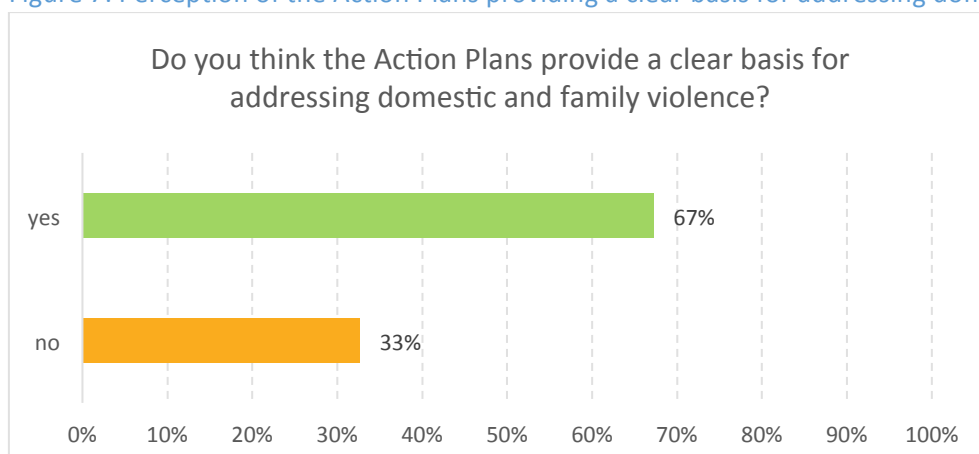
Note: 420 respondents answered this question and 275 chose not to answer this question.

The majority of survey participants (n=282, 67%) agreed that the Action Plans provide a clear basis for addressing domestic and family violence (see Figure 7).

Of the 137 respondents who did not think that the Action Plans would be successful:

- 17% (n=23) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
- 11% (n=15) criticised policing, laws, courts or some other criminal justice system component
- 10% (n=14) wanted the plans to be more specific or detailed
- 10% (n=14) wanted more acknowledgement that men and children, not just women, suffer domestic and family violence
- 8% (n=11) wanted more support shelters, facilities or workers
- 7% (n=9) wanted a greater focus on treatment of perpetrators
- 5% (n=7) called for tougher laws or penalties
- 5% (n=7) felt it was unrealistic or just meaningless words
- 3% (n=4) thought that the timeframes were too long.

Figure 7: Perception of the Action Plans providing a clear basis for addressing domestic and family violence



Note: 419 respondents answered this question and 276 chose not to answer this question.

The majority of survey participants (n=286, 68%) agreed that the Action Plans provide a clear basis to achieve positive cultural and attitudinal change across our community (see Figure 8).

Of the 133 respondents who did not think that the Action Plans would be successful:

- 18% (n=24) wanted more acknowledgement that men and children, not just women, suffer domestic and family violence
- 14% (n=19) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
- 8% (n=11) wanted the plans to be more specific or detailed
- 8% (n=10) raised a particular issue in regards to an ATSI or other culturally diverse group
- 8% (n=10) called for different methods in achieving a society or culture change
- 7% (n=9) felt it was unrealistic or just meaningless words
- 5% (n=7) criticised policing, laws, courts or some other criminal justice system component.

Figure 8: Perception of the Action Plans providing a clear basis to achieve cultural and attitudinal change



Note: 419 respondents answered this question and 276 chose not to answer this question.

The Domestic and Family Violence Prevention Council

The Domestic and Family Violence Prevention Council will provide independent oversight of the implementation of the strategy.

The Council will be appointed by the Premier and will be a strong advocate for ensuring action on eliminating domestic and family violence in Queensland remains a focus.

The Council will report to the Premier, initially on a six month basis, on progress achieved with implementation of the reforms.

The Council will assess the performance of those taking action to prevent domestic and family violence in Queensland and have a critical role in shaping ongoing implementation. This report will be tabled in Parliament to allow for public scrutiny of progress towards achieving the community vision.

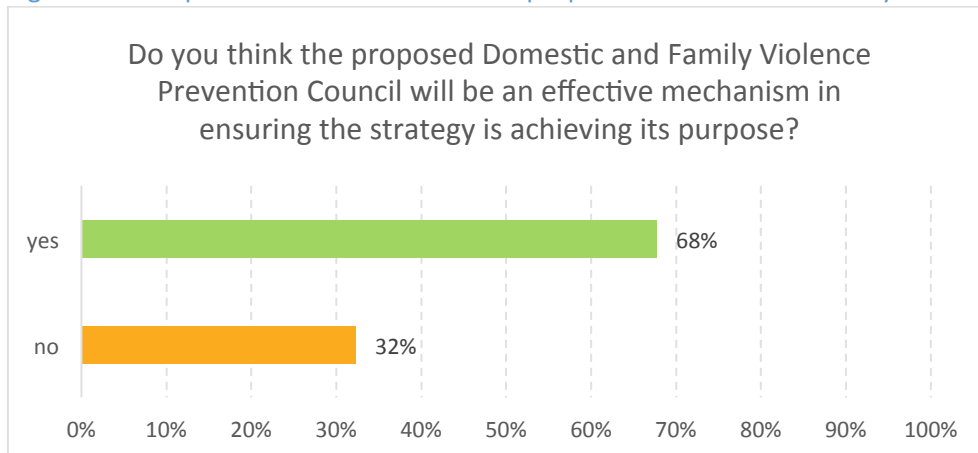
The majority of survey participants (n=279, 68%) thought that the proposed Domestic and Family Violence Prevention Council would be effective (see Figure 9).

Of the 133 respondents who did not think that the proposed Domestic and Family Violence Prevention Council would be effective:

- 14% (n=19) thought it would depend who was appointed to the Council
- 11% (n=15) wanted the Council to include acknowledgement that men and children, not just women, suffer domestic and family violence
- 9% (n=12) thought this approach would not be successful
- 8% (n=10) thought it would be important to have domestic and family violence survivors on the Council

- 7% (n=9) thought it would be important to have front-line domestic and family violence workers on the Council
- 6% (n=8) thought it would depend on how success was measured
- 6% (n=8) thought it would only succeed if it had adequate powers.

Figure 9: Perception of effectiveness of the proposed Domestic and Family Violence Prevention Council



Note: 412 respondents answered this question and 283 chose not to answer this question.

The Evaluation Framework

The evaluation framework for the Domestic and Family Violence Prevention Strategy will include:

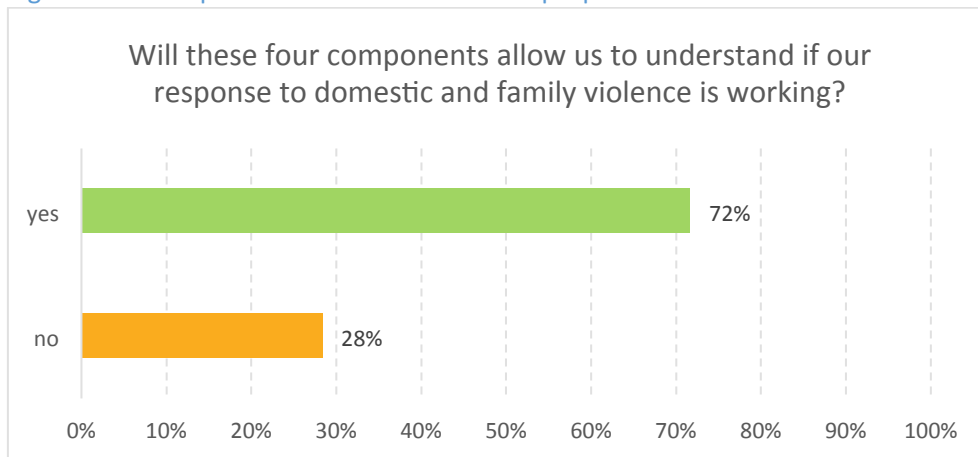
- 1. A structured review of the way in which the Strategy is implemented, giving particular consideration to the governance, resourcing and practices associated with implementation.*
- 2. A number of flagship evaluations of initiatives actioned under the Strategy that comprehensively assess the implementation, outcomes and cost-benefits associated with these specific initiatives.*
- 3. Regular reporting on families' wellbeing and exposure to violence over time as an indicator of our success in responding to domestic and family violence.*
- 4. A capacity building component designed to encourage and support evaluation of initiatives implemented in the Strategy.*

The majority of survey participants (n=285, 72%) thought that the proposed Evaluation Framework would be effective (see Figure 10).

Of the 113 respondents who did not think that the proposed Evaluation Framework would be effective:

- 12% (n=13) questioned how we were going to gather this data (particularly in regards to point number 3)
- 11% (n=12) thought that the indicators would not be effective in measuring domestic and family violence
- 10% (n=11) thought the indicators were appropriate but wanted to add an extra comment
- 8% (n=9) expressed 'maybe' or 'unsure' about the indicators
- 7% (n=8) wanted to ensure acknowledgement that men and children, not just women, suffer domestic and family violence in the data gathering
- 5% (n=6) thought that we should include the opinions of front-line domestic and family violence workers as an indicator.

Figure 10: Perception of effectiveness of the proposed Evaluation Framework



Note: 398 respondents answered this question and 297 chose not to answer this question.

How could the respondent help?

Participants were invited in an open-ended question to tell us how they or their organisation could help create a culture change around domestic and family violence in the community, and 326 respondents provided their input:

- 53% (n=172) supported or wanted to support educational or awareness raising activities in their community
- 11% (n=37) stated they were involved or would like to be more involved in providing treatment or support facilities for domestic and family violence victims
- 6% (n=20) said they role modelled the appropriate behaviours
- 6% (n=18) stated they challenged the notions that only women were victims of domestic and family violence
- 5% (n=17) stated they would report domestic and family violence
- 4% (n=14) were involved in or supported establishing tougher laws or penalties for domestic and family violence
- 4% (n=13) stated they were involved or would like to be more involved in providing treatment to perpetrators
- 4% (n=13) stated they challenged sexist behaviour.

Suggested title for the strategy

Participants were invited to suggest titles for the Strategy and 276 respondents provided their input. A number of other Australian jurisdictions' titles were asked about – It Stops Here (New South Wales), Taking a Stand (South Australia), and Creating Safer Communities (Western Australia) – but they received very little support. The titles receiving the most support were: **Not now not ever** (7%, n=18); **Enough is enough** (3%, n=8); **No more** (3%, n=8).

Other suggested Strategy titles

Say no to violence.
 Trust your instincts stop the fear.
 Taking back the Community.
 It's time to stop Domestic Violence.
 Let's work together to prevent Violence.
 We say no.
 It's Everyone's Business.
 Queensland Says No.
 No more violence.
 Safety is everyone's business.
 Creating Safe Communities Together.
 Ending the cycle.
 A Safer Queensland.
 Domestic Violence Stops Now.
 Building Families, Building Futures.
 Communities Standing Strong.
 Anywhere, anytime, it's not on.
 Ending the Violence Now.
 Domestic Violence Hurts Everyone.
 Creating safe communities.
 No more, Never.
 You are not alone, Queensland says no.
 End all domestic violence.
 Domestic Violence. It is everyone's business.
 Enough is enough - it's got to stop.

Some of the other titles suggested by respondents are show in the side bar to the right.

Other open-ended responses

At the end of the survey, participants were invited to comment further on the draft Domestic and Family Violence Strategy. In total, 221 people responded to this question:

- 16% (n=35) left a positive comments or thanks for work already done
 - “Very timely, congratulations on taking the initiative and actually doing something to try and halt this scourge and blight on our society.”
- 14% (n=30) wanted a greater focus on education (not just in schools but also for our police, judiciary, social service workers and the general public)
 - “Education should be the main focus. From Kindergarten - through to workplace. It should always be about never accepting it, teaching that even once is not okay.”
- 10% (n=22) wanted greater police powers or tougher laws or penalties for domestic and family violence
 - “Police should also be able to enforce tougher laws and be supported through the judiciary system.”
- 9% (n=19) called for less words and more action
 - “Too little too late for the 62 women that have died at the hands of Domestic Violence this year... More action, less strategies!”
- 9% (n=19) wanted more acknowledgement that men and children, not just women, suffer domestic and family violence
 - “Make it truly gender neutral with real equality. See both males, females as both victims and abusers. By acknowledging only one gender you enable the other to continue their abuse.”
- 8% (n=18) called for more support shelters, facilities or workers
 - “More focus needs to be on the practical aspects of support. Where will victims of violence go. Currently there is a shortage of safe accommodation for those wanting to leave a violent relationship.”
- 4% (n=8) wanted greater consultation with front-line workers or domestic and family violence survivors and their views incorporated into the Strategy
 - “Seek survivors of domestic violence to have a voice to assist in what changes they would like to see to help future survivors.”
- 4% (n=8) wanted a greater focus on treatment of perpetrators
 - “Please ensure you clearly articulate a strong focus on creating/offering/funding programs that will address the needs of perpetrators. As perpetrators are responsible for domestic and family violence occurring, it needs to be clear that they are the ones who need to change and be supported in this endeavour.”

Other written submissions

In total, ten written submissions were received from individual or organisations. Generally, the submissions contained themes similar to those reflected in the survey results, such as calling for tougher domestic and family violence laws, educational initiatives from an early age, and more acknowledgement that men and children, not just women, suffer domestic and family violence throughout the plan. Some specific suggestions were:

- domestic violence applications and orders should to be perpetrator focused, offering protection to future partners of the perpetrator, rather than victim focused
- a specific program be developed to ensure that all refugee, and to the extent possible, migrant families are given education around the laws, norms and expectations of living in their new country.
- the development of a highly skilled DV Action Team that goes out with police to the first call out.

- 3% (n=7) called for a greater focus on mental health as a cause of domestic and family violence
 - *"Mental health is often behind domestic violence."*
- 3% (n=7) called for the examination of research done on domestic and family violence in other countries
 - *"There should be some research involved in what other countries like Singapore is doing to reduce family violence."*
- 3% (n=6) called for safeguards against false domestic and family violence allegations
 - *"Some type of safeguards to protect people from false accusations of domestic violence."*
- 2% (n=5) felt it was unrealistic or just meaningless words and would not succeed
 - *"Yes, it's a load of crap that won't achieve anything. What would some lame brained public servant know about the real world??"*

Conclusion

In conclusion, with the caveat that the administration of the survey did not include a deliberate sampling strategy and the responses may not be representative of the Queensland population, there was general broad support from participants for the Strategy's components. The component receiving the most support was the Key Outcome (83%) and the component receiving the least support was the foundation year Action Plan (61%).

Among the respondents' comments were suggestions for improving the wording of the various components of the Strategy, such as:

- more acknowledgement that men and children, not just women, suffer domestic and family violence
- that safety should not be limited to one's 'own home' but include anywhere in the community
- wording to reflect that all Queensland should 'be safe' rather than just 'feel safe'
- perpetrators to be 'held accountable' or 'treated' rather than being 'supported'
- the inclusion of 'sexuality' or 'sexual preference' added to the terms used in lists such as 'age, gender, identity, culture, religion, education, impairment, health or race'.

There were also calls for the statements in the Strategy to be more specific, detailed or measurable.

However, there were other criticisms that would require a greater deviation from the current focus of the Strategy or significant resources. These were calls for:

- a greater investment in education (not just in schools but also for our police, judiciary, social service workers and the general public)
- more resources to be invested in expanding domestic and family violence support shelters and facilities and employing more front-line domestic and family violence workers.
- a greater focus on the perpetrators – most of these respondents supported more resources being invested in treatment (sometimes calling for mandatory treatment) but other respondents favoured tougher laws or penalties
- the inclusion of more forms of abuse rather than just 'violence' (such as emotional abuse)
- strategies to achieve a broader society or culture change in regards to gender equity.

In summary, the final version of Strategy will endeavour to build on the high levels of support already shown by the survey feedback, and where possible also attempt to include the respondents' suggestions for improvement.

Appendix 12

Roundtable Outcomes Summary Report



Appendix 12: Roundtable Outcomes Summary Report

Date: 7 October 2015	Location: Toowoomba
Domestic and Family Violence Service Providers Roundtable No. of attendees: 45	Community Leaders Roundtable No. of attendees: 30
High-level Feedback: <p>Service providers agreed with the vision of the draft Strategy as an aspirational stretch target as there is no acceptable level of domestic and family violence. There were comments regarding measurable targets to ensure the strategy is working.</p> <p>The discussion centered around the difficulty of changing attitudes regarding violence in general, as well as the value specifically placed on women. The necessity of embedding the vision of the strategy in culture, community and broader language was emphasised.</p> <p>Service providers discussed sustainability of services available to men, intervention, and holistic treatment. There was also discussion of the need for multifaceted service requirements, for example taking into consideration pets.</p>	High-level Feedback: <p>The roundtable began with a discussion of language and avoiding labels which do not separate behavior from people.</p> <p>It was commented that there are limited academic reports on changing culture, and community leaders spent some time discussing how to work together for cultural change. Some ideas were raised regarding broadening debate, identifying it as a community issue, better role modelling, and having schools focus on respect and attitudes. It was discussed that culture is intergenerational and we need to understand the community values and behaviours which enable domestic and family violence.</p> <p>Regarding services, it was noted that the best programs are those that work in specific communities with specific groups to meet individual needs. The question of how to connect the sector with the community was discussed.</p> <p>The complexity of domestic and family violence was discussed by participants who identified that emotional abuse is particularly harmful as this cannot be processed through a court. It was also commented that responses need to cater to both victims and perpetrators.</p>
Draft Strategy Input: <p>Outcome 4 needs more detail to ensure perpetrators are held to account, as well as supported.</p> <p>There was a suggestion for a new supporting outcome: 'Queensland communities know what DFV is and understand why it is not acceptable'.</p> <p>Broader and more inclusive language is needed for outcome 6 particularly.</p>	Draft Strategy Input: <p>The participants overall agreed with the need for a long-term strategy. In particular it was commented that it is necessary to have a consistent message. Participants supported the use of powerful language.</p>
Other: <p>The roundtables were chaired by the Honourable Stirling Hinchliffe MP.</p>	



Date: 9 October 2015	Location: Gold Coast
Domestic and Family Violence Service Providers Roundtable	Community Leaders Roundtable
No. of attendees: 45	No. of attendees: 25
<p>High-level Feedback:</p> <p>The roundtable commenced with a discussion about the need for government departments, workplaces, sporting organisations and the broader community to take ownership of the issue of domestic and family violence. A key theme of the discussion was a need for a continuum of education, which was imbedded in the school curriculum from a young age and continued into secondary and tertiary education and adult life.</p> <p>Service providers also discussed the definition and attitudes towards domestic and family violence and the different understandings in each part of the community of what is considered domestic and family violence. In particular multicultural sectors of the community often only consider physical violence to be domestic and family violence and cultural norms may discourage victims from seeking support services.</p> <p>Discussion also focused on the need for strong measures and accountability processes to determine what programs are effective. The group emphasised that the response to domestic and family violence requires a holistic approach which includes integrating services.</p>	<p>High-level Feedback:</p> <p>Community Leaders agreed that education about domestic and family violence should be imbedded in the school curriculum. However, the group emphasised that parents and the broader community also had a role to play in educating current and future generations and that society should not shift the onus to teachers.</p> <p>The group also noted that more education on the meaning of violence was needed and that perpetrators needed to be educated about how their actions were domestic and family violence and how they could stop using violence.</p> <p>The roundtable also discussed the meaning of violence in the multicultural community and that forms of violence other than physical are not considered domestic and family violence in many societies. The group also discussed the context of violence in multicultural communities and the cultural stress and isolation that both perpetrators and victims can feel and the need to educate the community about the support services available.</p> <p>The group emphasised the importance of research based strategies and programs.</p>
<p>Draft Strategy Input:</p> <p>The order of the supporting outcomes on page 9 should be re-arranged so that they commence with prevention and move through to reactive. The phrase 'and held to account' should be added to outcome 3.</p>	<p>Draft Strategy Input:</p> <p>Rather than use the word 'recover', outcome 2 should refer to 'resilience' or another word. Specify that education in outcome 6 refers not just to schools, but to workplaces and the broader community.</p>
<p>Other:</p> <p>Mr Robert Molhoek MP, Member for Southport, attended the Community Leaders roundtable. A public information hub was also held at Southport Community Centre on the Gold Coast.</p>	



Date: 12 October 2015

Location: Caboolture

Domestic and Family Violence Service Providers Roundtable

No. of attendees: 40

High-level Feedback:

The roundtable identified education as the key component to changing community attitudes and the important role that influencers of society such as teachers, police officers and sporting organisations. In addition, the group discussed the need for improved training of first responders such as police officers and medical practitioners and their ability to provide referral pathways.

Service providers discussed the timeliness and availability of integrated services. The group also raised the issue of many parts of the state working under different operating models and the need for a holistic support service model which is used throughout Queensland and accounts for both short term and long term support.

In regard to the justice system response, the roundtable discussed the importance of perpetrators being held to account and the need for better linkages between the Queensland Court system and the Federal Court system, in particular Family Court. The group also discussed the need for both victims and perpetrators to be empowered to access their rights in the justice system as well as accessing support services.

Draft Strategy Input:

Under outcome 3, the words 'and be held accountable' should be added in reference to perpetrators.

Outcome 4 should refer to victims and perpetrators 'accessing their rights' rather than feeling supported as this is a subjective outcome. Outcome 4 should also refer to the safety of victims and take into account victims who are not part of the justice system.

Outcome 5 should include reference to the health sector.

The final outcome should be gender neutral.

Other:

A public information hub was also held at Caboolture.



Date: 16 October 2015	Location: Mount Isa
Domestic and Family Violence Service Providers Roundtable	Community Leaders Roundtable
No. of attendees: 32	No. of attendees: 19
<p>High-level Feedback:</p> <p>A theme of the roundtable was the use of language in the strategy being very important. All participants agreed that community attitudes must change, and that too often the community support the perpetrator rather than the victim.</p> <p>There was significant discussion about the lack of knowledge of domestic and family violence services and programs that are available. All roundtable participants agreed that people need to be educated about where they can get help. It was acknowledged that services generally have poor communication with each other. Participants also agreed culturally appropriate programs are key to success in Indigenous communities.</p> <p>Service providers discussed the link between the justice system and service providers, noting that rehabilitative programs are not provided to the right people, for example, people on shorter sentences. Participants discussed the need to provide these programs at the beginning to prevent further escalation of violence.</p>	<p>High-level Feedback:</p> <p>Community leaders discussed education in detail. Particularly, it was commented that educational campaigns should be more consistent and parenting skills education should be more readily accessible.</p> <p>Participants emphasised that specialist, multi-disciplinary domestic and family violence response teams would be most effective. Types of programs were also discussed, and it was agreed that the programs that have worked the best have involved the whole community and are ongoing. Participants noted that case management is key, and rehabilitation for families as a whole in Indigenous communities is favoured.</p> <p>Community leaders supported the comment that perpetrator domestic and family violence prevention programs should be mandatory.</p>
<p>Draft Strategy Input:</p> <p>Language should be culturally appropriate</p> <p>The 'family unit' is not present in the strategy</p>	<p>Draft Strategy Input:</p> <p>Participants found the words 'victim' and 'perpetrator' problematic but did not have a better alternative.</p> <p>Outcome 3: 'perpetrators stop using all forms of violence and understand that using violence is wrong'.</p>
<p>Other:</p> <p>A Public Information Hub was also held in this location.</p>	



Date: Monday 19 October 2015

Location: Emerald

Domestic and Family Violence Service Providers Roundtable and community Leaders Roundtable

No. of attendees: 18

High-level Feedback:

The roundtable identified education as a key component to changing attitudes and behavior within the community. The group felt that language choice (through education) is crucial. The group also discussed the positive effect that role models and champions can have on changing behavior within the community. The group felt very strongly about the need for teaching healthy relationships to young people and there was ample discussion around the negative influences young people face, such as adult content on the internet, which is teaching young men to display aggressive behavior to young women.

The group felt that it was important that all resources available were utilised properly. People within the community can often not be aware of the resources available for help and therefore are not engaging appropriately with them.

Domestic and Family Violence services in Emerald cover a vast area of land and that can impede integrated responses. Regional cities need to have better integrated responses.

QPS noted their frustration that there are no perpetrator support programs within the corrective services system. Indigenous people are over represented in this system and QPS felt we were missing an opportunity to target perpetrators whilst in the care of the State. There is a community expectation that these support programs already exist within prisons, but they don't. It was also noted that Magistrates struggle to get perpetrators to attend support programs and would be keen for options other than custodial.

Draft Strategy Input:

Outcome 3: the term "Perpetrators stop using violence" should also include words to the effect of "and are given opportunities to assist with dealing with the problem". The language should also clarify that domestic and family violence is not just physical, the current wording does not encompass the other types of abuse (mental/verbal/control).

Outcome 6: the term "education" needs to be clarified. Education shouldn't just be school education, it should be more about community education.

The Strategy should include targets or objectives for regional/rural communities.

Other:

N/A



Date: 21 October 2015	Location: Longreach
Domestic and Family Violence Service Providers Roundtable No. of attendees: 29	Domestic and Family Violence Service Providers Roundtable No. of attendees: 29
High-level Feedback: <p>This group felt regional Queensland has its own service provision requirements, with each region/town having different needs to the next.</p> <p>As regional Queensland is sparse, the service providers find that the time taken to travel is a huge issue.</p> <p>The group again identified education, within the community, to be crucial for understanding what constitutes domestic and family violence. Young police recruits and paramedics are going into people's homes without awareness of what domestic and family violence is. Education is key to reducing the stigma of victims. Bystanders should also feel safe to report problem behavior so education is needed to show bystanders they will be safe if they report.</p> <p>As is often the case in remote Queensland towns, the group victims discussed not wanting police or support services attending their homes as they did not want their neighbours to know their problems. Also, if there were shelters in small towns, everyone would know where they were and they would not be safe havens.</p>	High-level Feedback: <p>The group felt strongly in relation to education within the community, specifically what constitutes domestic and family violence.</p> <p>The group also felt that the community requires better education around what the police (and court systems) can and cannot achieve.</p> <p>This group also felt that the community needs to no longer stand by and turn a blind eye to domestic and family violence. The community needs to know they will be protected if they report the domestic and family violence. The group felt that if the education message stated that it was for the betterment of society, it might be well received.</p> <p>This group also mentioned people not wanting to call the police for fear of everyone in the community knowing their problem. Even if police turn up in plain clothes, people still know who they are. This often results in domestic and family violence not being reported.</p> <p>The group felt that the community was currently lacking male role models and this was negatively impacting young people.</p> <p>Suggested Tagline for education campaign : Will You Make The Call</p>
Draft Strategy Input: <p>When identifying regional or remote towns, they are different entities and should be referred to separately.</p> <p>Under Outcome 3, the term "Perpetrators stop using violence" should have some additional words that bring in accountability.</p>	Draft Strategy Input: <p>The Key Outcome should be safe we are safe in the community, not just the home.</p> <p>Elder Abuse should be included.</p> <p>Under outcome 6, the term "education" needs to better encompass the whole community, as education is not just the responsibility of schools.</p>
Other: N/A	



Date: 23 October 2015

Location: Townsville

Domestic and Family Violence Service Provider and Community Leader Roundtable

No. of attendees: 38

High-level Feedback:

A theme of the feedback was the necessity of differentiating treatment of perpetrators and victims, and improving the services relevant to each. Language and definitions regarding 'victims', 'perpetrators' and 'violence' was raised. Use of empowering language such as 'zero tolerance' was endorsed. Another important message was that prevention and early intervention is vital.

Community leaders and service providers acknowledged that there is good collaboration in Townsville regarding integrating service responses, but expressed concern that this is not necessarily the case across the state. Addressing lack of consistency between like services and promoting key agencies were considered crucial in integrating service system responses. The group considered that part of this integration includes the public knowing what services are available, and allowing service providers to conduct gap analyses of existing service networks.

The power of 'honest media' in community attitudes and behaviours was highlighted, as well as the need to reinforce the message of zero tolerance being embedded into policies and procedures. The group decided that there is a need for better leadership skills training to empower community action. In addition, the importance of case management, MOUs and regular meetings was discussed as all sectors of the community are responsible for reinforcing the message of zero tolerance.

To strengthen justice system responses, the group felt that it would make sense to use the legislation and powers that are already there early to show the base level of acceptable behavior and prevent escalation of violence. It was acknowledged that part of this is changing the culture, and all elements are interconnected. The group discussed the relationship between domestic and family violence and family law and the necessity of supporting a victim through all stages of the process. The theme of this discussion was that victims should not have their options limited, and one of the ways to address this could be through technology options for court.

Draft Strategy Input:

Regarding supporting outcomes 3 and 4, community leaders and service providers discussed that perpetrators should be supported to undergo training for strategies to stop and prevent violence. It was also commented that a separate statement between victims and perpetrators should be used, as well as including victim's families in outcome 4. Further feedback was that outcome 6 should be more general, and an additional outcome was suggested: 'identifying Domestic and Family Violence and taking positive steps'.

Other:

Roundtable was attended by the Minister O'Rourke and there was a public information hub, and a Domestic and Family Violence March organized by Townsville City Council.



Date: 26 October 2015

Location: Logan

Combined Domestic and Family Violence Service Provider and Community Leader Roundtable

No. of attendees: 30

High-level Feedback:

The discussion began with an emphasis on identifying strategic outcomes and centered around the need for conversation regarding inputs and outputs. It was agreed that there is a need to bring together service providers and make the system sustainable.

The group thought that community campaigns are an important part of community attitudes and behaviours, and a strong public figure is influential. However, it was noted that different communities will respond to different public figures. The definition of violence was discussed due to its breadth, including financial, emotional and sexual violence. The group also considered bystander attitudes and recording correct statistics on the issue of domestic and family violence.

Regarding integration of service responses, participants thought that prevention is as important as treatment, and it is important to look at all sectors including private. It was discussed that politicians need to understand the services system as they have financial delegation. There was also discussion about efficiency of services as there is some legacy of funding being adhoc.

Service providers and community leaders acknowledged the challenges with the court process and the need for a range of offence types. This was considered a powerful way to reflect zero tolerance, with the caveat that victims should still be able to pursue privately. Participants thought that lead agencies could take a different role as a cost neutral way to harness efficiencies. Finally, participants discussed the possibility of domestic and family violence as a circumstance of aggression, but also noted that it would be problematic if this became a disincentive for victims to come forward.

Draft Strategy Input:

It was agreed that strategic outcome 4 needs to differentiate between perpetrators and victims, and outcome 3 needs to be more detailed.

Other:

A Public Information Hub was held at the same venue.



Date: 4 November 2015	Location: Cairns
Domestic and Family Violence Service Providers Roundtable No. of attendees: 30	Community Leaders Roundtable No. of attendees: 17
High-level Feedback: <p>Service providers discussed how Cairns could be better connected in terms of service provision, and that regions and remote areas may be struggling. There was concern that people don't know how to access support and that awareness needs to be raised, as well as having a single point of assistance.</p> <p>Discussion also focused on interventions and evaluation techniques other than police data. Participants commented that it is important to consider that not everyone will enter the justice system, and that the majority of clients at homeless shelters do not call the police.</p> <p>The participants were interested in improving the number of policies around domestic and family violence, and specific action plans. Developing capacity in remote communities through infrastructure and support was considered important, as well as education across the broader community.</p>	High-level Feedback: <p>Community leaders discussed that to get perpetrators to stop using violence it is a process of counselling, education, and teaching people how to relate appropriately. Importantly, it was noted that this is an intergenerational commitment.</p> <p>Participants discussed that the barriers to sharing information need to be addressed, and best practice be identified at service system levels. The importance of service responses that respect and include cultural authority was highlighted.</p> <p>Reflecting zero tolerance was a theme of the discussion and how to achieve this: for example, changing the definition of 'unlawful assault', and issuing Domestic and Family Violence orders on the spot.</p> <p>The group primarily looked at leadership and governance, while also considering how to get a clear picture of the issue. Developing safe, informal reporting processes was discussed, and how to support champions at the individual, community and organisational level.</p>
Draft Strategy Input: <p>Outcome 1, 4, 5, and 6 need to be more inclusive. Victims cannot be limited to younger people with children (as in outcome 2), as this ignores elder abuse, or just to women as in outcome 7. There was also comments that the word 'supported' in outcome 4 is not appropriate for perpetrators.</p> <p>Additional supporting outcomes were suggested by service providers: proper and full resourcing for Domestic and Family Violence system; Domestic and Family Violence needs to be addressed openly for both victims and survivors; and men are recognized and respected as part of the solution to violence.</p>	Draft Strategy Input: <p>Community leaders suggested that outcome 5 should be more inclusive, and include religious leaders.</p> <p>One group thought that respectful relationships should be the top priority outcome, and all groups thought education should be clearer and broader.</p> <p>Participants requested that outcome 7 not be gendered, but also that priority be placed on this.</p>
Other: <p>There was also a Public Information Hub held in Cairns.</p>	



Date: 6 November 2015

Location: Rockhampton

Combined Domestic and Family Violence Service Provider and Community Leader Roundtable

No. of attendees: 29

High-level Feedback:

The group discussed the importance of education and awareness, including what Domestic and Family Violence is and being culturally appropriate/respectful. The need for multiple channels of information was agreed on. Participants agreed on the need to send the message that Domestic and Family Violence is not acceptable anywhere. Specific suggestions were made in terms of corporate strategies, such as the Strategy being linked to all levels of corporate strategies and individual performance plans.

Community leaders and service providers discussed the need for integration at every level of the system, including Domestic and Family Violence leave and a strategy or good model to draw from. Participants emphasised the need for service agreements and funding models to enable providers to work together. Place-based planning resource allocation was also highlighted. There were some suggestions made to work smarter in the current funding system, for example infiltrating the government workforce and running broad sessions.

Discussion highlighted that education is important for all levels of the court system through content experts to change attitudes relating to Domestic and Family Violence. Suggestions were made to streamline family, criminal and civil processes and better support mechanisms to allow victims to stay in their homes. A shortage of women's shelters in Rockhampton and outlying areas was raised. Relationships between ouster orders and services was noted as important. It was also commented that a much stronger evidence base is required with more reliable research data. The need to education children about the justice system was also raised, and how an order could affect them. The group thought that administration of justice is where the biggest difference can be made.

Draft Strategy Input:

The group emphasised the need for the outcomes not to dilute the vision. Participants had feedback regarding language of the draft strategy – for example, using 'survivors' instead of victims, and clarifying, simplifying and making more inclusive some terms used. It was noted that it is important to emphasise it is everyone's role.

Regarding outcome 3, the group discussed the need to both support and hold people who use violence to account. All groups commented that supporting outcome 6 needed to be broader, considering all aspects of society. Participants supported the focus on workplaces in the draft Strategy.

Other:

The roundtable was attended by the Member for Keppel, Mrs Brittany Lauga MP.



Date: 6 November 2015

Location: Mackay

Domestic and Family Violence Service Providers and Community Leaders Roundtable

No. of attendees: 30

High-level Feedback:

The roundtable agreed that 'a Queensland free from domestic and family violence' was the appropriate vision for the Strategy.

The discussion focused on the seven supporting outcomes and whether they were able to achieve the Strategy's vision. In particular, the group discussed that education was an important aspect of changing community attitudes and that the education should not just focus on teachers and students but include the whole community and continue throughout a person's life.

In regard to the justice system, the roundtable discussed how the Strategy could further emphasise the many forms of violence, not just physical, and that the outcome was for perpetrators to stop using all forms of violence. In addition the group discussed the important of the justice system holding perpetrators to account and fostering a zero tolerance approach.

The group also discussed how particular measures could be used to assess the effectiveness of the Strategy. The discussion raised a number of important points including a proposed mandatory reporting requirement for GPs, mandatory cross agency reporting, how to capture incidents which are not reported to police (such as through presentations to GPs or emergency departments and intake of women's shelters), how the economic impact of domestic and family violence could be measured and how can no contact orders be enforced during disaster season, for example in cyclone shelters.

Draft Strategy Input:

Outcome 1 to be re-worded as: Queensland communities have a zero tolerance of domestic and family violence to foster safer communities.

Outcome 3 to refer to perpetrators stop using violence in all its forms and held to account for their actions.

Outcome 4 should include 'feel and are positively supported' in the justice system.

Outcome 6 should refer to non-violent behavior 'in all aspects of life' rather than just in the home and should also be embedded in the community.

An extra supporting outcome should be added which includes support, education and awareness of first responders such as police officers, paramedics, health practitioners and child safety staff.

Other:

The roundtable was attended by the Member for Mackay, Ms Julieanne Gilbert MP.



Date: 9 November 2015

Location: Sunnybank

Domestic and Family Violence Service Providers and Community Leaders Roundtable

No. of attendees: 20

High-level Feedback:

The roundtable identified kinship and family as the key component to changing community attitudes around domestic and family violence. The community felt a need for policies and training that work, with zero tolerance towards violence being the desired outcome. This community understood the need for police to be treated with respect as they are often the only support victims encounter.

Refugees feel isolated from the community and this can exacerbate the problem of domestic and family violence. Asylum seekers feel vulnerable and are unwilling to go to police. The group wanted better supporting links between the community and police.

There needs to be better understanding/education around what constitutes domestic and family violence.

Integrated services are not available outside of business hours. Information sharing between government sector and community would be beneficial. Privacy can often override safety.

Draft Strategy Input:

The Strategy should include content regarding cross border issues.

Language is crucial. You should never refer to someone as a victim/perpetrator because they own that label.

Other:

N/A



Date: 13 November 2015

Location: Maryborough

Domestic and Family Violence Service Providers & Community Leaders Roundtable

No. of attendees: 28

High-level Feedback:

Roundtable participants discussed that children and health system reform are particularly important in dealing with domestic and family violence.

Community leaders and service providers discussed how perpetrator and early intervention programs are lacking and should be mandatory.

Draft Strategy Input:

Instead of the term 'victim' use 'those that are affected by' or 'survivor'

Participants made suggestions for additional outcomes: child safety should be a specific outcome, as should health.

Outcome 1: remove 'foster' as it is ambiguous.

Outcome 2: remove 'their'.

Outcome 3: change 'stop using violence' to 'stop using all forms of domestic and family violence'

Outcome 4: change 'feel' to 'are'.

Other:

N/A



Date: 20 October 2015

Location: Brisbane

Domestic and Family Violence Aboriginal and Torres Strait Islander Men Leaders Roundtable

No. of attendees: 18

High-level Feedback:

Roundtable participants discussed the need to promote better decision making and behavioural change targeted at young people (to inculcate positive behaviours early in life and achieve long-term cultural change), and also at the broader community (including perpetrators and those who observe incidents of domestic and family violence) to address issues in the here and now. Communication campaigns should positively reinforce what it is to be a good Aboriginal and Torres Strait Islander man in Queensland in 2015 – what a good man looks like, how a good man behaves and the positive consequences that flow from being a good man. While calling people out for unacceptable behaviour is challenging, there are examples of how this framed positively. For example, the “mates don’t let mates drink drive” campaigns harnessed positive aspects of male solidarity.

The discussion then moved to how the Government could partner and collaborate with the Aboriginal and Torres Strait Islander communities to address domestic and family violence. A variety of ideas were put forward with participants stressing the need for Aboriginal and Torres Strait Islander men and male Elders to tell Aboriginal and Torres Strait Islander communities that domestic and family violence is unacceptable. Government needs to be honest in its policy development, get on the ground and develop meaningful solutions from the ground up in collaboration with the community and community-owned organisations. Indigenous community-owned organisations need to be able to survive and be given the flexibility that they need to be a part of the solution.

Despite the funded services that exist, there are still gaps for Aboriginal and Torres Strait Islander Queenslanders requiring support. In particular, there is a real need (currently unmet) for Aboriginal and Torres Strait Islander men to be able to access counselling services for relationship issues. Men who feel overwhelmed by issues in their relationships need to be able to find someone with whom they can talk. Some mainstream domestic and family violence services are not culturally competent. Building capacity in Aboriginal and Torres Strait Islander services that are already accessed by the community is one way of addressing the need for domestic and family violence support services for Aboriginal and Torres Strait Islander people. It was also acknowledged that there are a number of programs specifically developed for the Aboriginal and Torres Strait Islander community that do exist and could be added on to existing services. SNAIC’s Through Young Black Eyes program and Red Dust Healing programs were cited as examples of useful programs that could be utilised.

In an urban context, one of the key challenges is that Aboriginal and Torres Strait Islander people represent only a small fraction of the urban community as a whole, and, as a result, it can be harder for the community to connect up and for people to connect with services. One way of addressing this is by developing Aboriginal and Torres Strait Islander focussed services that are conceptualised more as a place which people can attend rather than a location where a service that is delivered.

Integration of service responses is important. Police and court responses to be accompanied by appropriate community and community sector support if they are to be successful. There was also discussion about how elements of existing policy frameworks which are problematic, such as the difficulty in turning Domestic Violence Orders into an effective mechanism for combatting recalcitrant perpetrators and the difficulty in getting prisoners on short term domestic and family violence prison terms to access rehabilitation services and programs while in prison.

Draft Strategy Input:

N/A

Other:

N/A



Date: 22 October 2015

Location: Cairns

Domestic and Family Violence Aboriginal and Torres Strait Islander Women Leaders Roundtable

No. of attendees: 21

High-level Feedback:

The group spent a large amount of time discussing the severe lack of funding especially in Indigenous communities, and funding for Aboriginal and Torres Strait Islander service providers. The group decided that there needed to be a fair and equitable distribution of funding to Aboriginal and Torres Strait Islander service providers.

It was identified that there is often a lack of understanding about the background of Aboriginal and Torres Strait Islander people – who they are and what the cultural customs mean for partnerships. This includes the recognition of Aboriginal and Torres Strait Islander people's connection to country and the importance of this.

The group discussed the importance of getting the balance right about taking the time to undertake consultation especially for Aboriginal and Torres Strait Islander communities, but also making the effort to take action quickly when necessary. At all times people need to be respectful of those within the community.

There was a general consensus that there needs to be a system for engaging with Aboriginal and Torres Strait Islander persons in a professional capacity, as companies need to be held accountable for any ideas or intellectual property being given by Aboriginal and Torres Strait Islander persons through any consultation process. This should include tender and service level agreements to specifically include arrangements for Indigenous consultation. The group felt that the value of the expertise brought by Aboriginal and Torres Strait Islander persons should be valued in a scholarly way, analogous to engineers or lawyers, and should be treated similarly.

It was noted that many Aboriginal and Torres Strait Islander organizations that report to government are required to account the achievement of outputs rather than outcomes – and are forced to focus on providing high volumes of services rather than quality services. The group agreed that a mechanism in a service agreement that would take into account the outcomes being achieved as well as the outputs would be of value especially in Aboriginal and Torres Strait Islander communities.

The group identified that particularly for Aboriginal and Torres Strait Islander children that there needs to be both education around Domestic and Family Violence in schools but also programs that focus on keeping those children in school and participate in education. This was reiterated from primary school through to higher education. Children often need the basic skills to recognize DFV situations.

Draft Strategy Input:

The group decided that there needs to be a dedicated Aboriginal and Torres Strait Islander group that informs the implementation council on issues specific to the community.

The Queensland Government workforce strategy for getting Domestic and Family Violence into the workplace was mentioned as something that should be available online or distributed so that businesses can adopt a similar model.

Other:

N/A

