

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

# YEAR 5 HIGHLIGHTS CARD

2019–2020



## YEAR 5 HIGHLIGHTS CARD (1 JULY 2019 TO 30 JUNE 2020)



### Queenslanders take a zero tolerance approach to domestic and family violence

**99%** of Queenslanders recognise trying to scare or control a partner by threatening to hurt other family members as domestic and family violence.

**97%** of Queenslanders recognise trying to control a partner by denying them access to money as domestic and family violence.



### Perpetrators stop using violence and are held to account

**Perpetrator programs are being provided across the state** to support behaviour change and prevent future use of domestic and family violence.

**134 Community-based perpetrator behaviour change programs** were supported by the Queensland Government in 2019–20. In addition, Queensland Corrective Services launched an in-custody pilot perpetrator behaviour change program in three locations in 2019–20.

**432 perpetrators were referred to Men's Domestic Violence Education Intervention Program** in Southport and Logan in 2019–20.



### Victims and their families are safe and supported

**89%** of referrals for government-funded crisis accommodation **completed within 48 hours**.

Calls to domestic and family violence women's and men's lines increased to 128,829 from 84,221 in 2018–19, an **increase of more than 50%**.



### The justice system deals effectively with domestic and family violence

Time from filing application to making a temporary protection order has **decreased to an average of 5.2 days**, from 5.8 days in 2018–19. Time from filing application to making a temporary protection order for applications involving people who have identified as Aboriginal and/or Torres Strait Islander has also **decreased to an average of 5.5 days**, from 5.8 days in 2018–19.



### Queensland workplaces and workforce challenge attitudes contributing to violence and effectively support workers

**100%** of Queensland Government departments remain White Ribbon accredited in 2019–20.

In 2020, **43%** of Queenslanders reported their workplace had engaged in domestic and family violence prevention initiatives in the last 12 months (compared to 40% in 2019).



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

In 2019–20, the Queensland Government strengthened its commitment to preventing domestic, family and sexual violence by including actions to **enhance respectful relationships education** in *Prevent. Support. Believe. Queensland's Framework to address Sexual Violence*.

In 2020, **97%** of Queenslanders agreed teaching children about respectful attitudes and behaviours in relationships will help reduce domestic and family violence in the future.



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

**33 grants** were awarded for community events raising awareness of domestic and family violence in their communities, valued at an average of \$4545 each.

On 6 May 2020, the **Queensland Government hosted Australia's first Domestic and Family Violence COVID-19 Virtual Summit** bringing together more than 120 stakeholders to share ideas on how to support people experiencing domestic and family violence through the COVID-19 pandemic.

Following the release of the ***Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland*** report in 2015, Queenslanders have taken up the challenge to end domestic and family violence. The Queensland Government is committed to leading the significant reform required to achieve the vision of the ***Not Now, Not Ever*** report — a Queensland free from domestic and family violence.

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

This program of change is supported with a record investment by the Queensland Government of **\$554.75 million** for domestic and family violence services from 2015–16 to 2018–19. The strategy provides a framework for action through a series of action plans to achieve our vision.

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

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

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

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

**Of the 46 actions within the Third Action Plan, five have been delivered, and 33 are on track** (as at 30 June 2020). Eight actions have experienced minor issues due to the impacts of COVID-19. Notwithstanding the challenges currently being experienced due to COVID-19 the Queensland Government remains committed to creating a Queensland free from domestic and family violence.



### Our core measures of success

Community **confidence to report domestic and family violence** incidents to the Queensland Police Service (QPS) has grown, with:

- 78% of Queenslanders reporting they would call the police if they saw or were aware of physical domestic and family violence involving a neighbour (significant increase in 2020 compared to 72% in 2019)
- QPS attending 8.7% more matters than last year.<sup>1</sup>

In 2020, up to **98.9%** of Queenslanders view **domestic and family violence as serious** (both physical and non-physical forms).<sup>2</sup>

In 2020, 95.1% of Queenslanders **felt safe from domestic and family violence**, while this is encouraging, a significant number of Queenslanders feel unsafe and we need to continue our efforts.<sup>3</sup>

1. During 2019–20, the QPS attended 105,866 domestic and family violence-related matters compared to 97,393 in 2018–19. Source: Queensland Police Service.

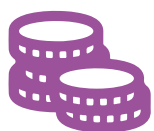
2. The term 'up to' refers to the highest proportion of Queenslanders who identify one of five domestic and family violence behaviours as serious. Source: Queensland Social Survey 2020.

3. Source: Queensland Social Survey 2020.



## Impacts of COVID-19

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



The Queensland Government responded with an immediate injection of funds to help service providers address a spike in demand and a

continued need to provide critical support during and after the pandemic. The Queensland Government allocated \$7.5 million to help manage the increase in demand for domestic and family violence services arising from the COVID-19 pandemic. The Queensland Government response package complements the Federal Government's \$130 million funding package for states and territories for COVID-19 domestic and family violence responses.



On 6 May 2020, the Queensland Government hosted Australia's first Domestic and Family Violence COVID-19 Virtual Summit, bringing together more than 120 key sector, community and

corporate stakeholders, as well as key government agency representatives to share ideas on how to support people experiencing domestic and family violence through the COVID-19 pandemic. In its virtual format, the Summit was the first of its kind in Australia and was a cornerstone of Domestic and Family Violence Prevention Month.



In response to COVID-19 and the Summit, the Queensland Government and community partners have undertaken a range of measures to

increase protections for victims of violence, including:

- working with the Real Estate Institute of Queensland to increase access to affordable housing for survivors of domestic and family violence
- working in partnership with Telstra to design a new digital platform to empower bystanders to recognise the signs of domestic and family violence and safely provide support
- developing a number of resources to support health workers and clinicians to understand and respond to increased domestic and family violence risk during COVID-19
- enabling effective implementation of social distancing measures in Queensland courts through various measures
- implementing alternative service delivery arrangements to support offenders to meet community-based order conditions and rehabilitation
- enhancing the police response to domestic and family violence to respond to the challenges posed by COVID-19, including by:
  - » developing an online portal on the QPS website to enable victims of domestic and family violence to report incidents of domestic and family violence and request police attendance, as well as extending capabilities to register to contact police by SMS to high risk victims of domestic and family violence
  - » conducting weekly statewide and regional analysis of domestic and family violence trends, referrals and calls for service, to help inform local responses to domestic and family violence
  - » working with partner agencies and services to explore options focused on the safety of victims and protecting the most vulnerable during COVID-19, including supporting people experiencing homelessness, and
  - » leveraging QPS's law enforcement network to exchange real-time information across jurisdictions to inform decision-making on appropriate policing responses during COVID-19.

## Our key indicators

Data has been collected, where possible, against a set of indicators in the evaluation framework for the Domestic and Family Violence Prevention Strategy. Some of these indicators are set out below.

2019–20 is the first year of reporting under the revised indicator matrix for the evaluation framework and this combined with impacts on data availability due to COVID-19 has resulted in data trends being unavailable.

Queenslanders take a zero tolerance approach to domestic and family violence	
An increased proportion of Queenslanders are aware of the behaviours that constitute domestic and family violence <sup>4</sup>	<ul style="list-style-type: none"> <li>99.3% of Queenslanders recognise trying to scare or control a partner by threatening to hurt other family members as domestic and family violence (compared to 99.3% of Queenslanders in 2019, 99.2% of Queenslanders in 2018 and 99.5% of Queenslanders in 2017)</li> <li>97% of Queenslanders recognise trying to control a partner by denying them access to money as domestic and family violence (compared to 94% of Queenslanders in 2019, 92.9% of Queenslanders in 2018 and 94.1% of Queenslanders in 2017)</li> <li>» In 2020, Queenslanders were significantly more likely to think this was always a form of domestic and family violence (65.7% compared to 57.4% in 2019) and as very or quite serious (94.1% compared to 89.0% in 2019)</li> </ul>
Respectful relationships and non-violent behaviour are embedded in our community	
Schools embed respectful relationships and gender equality within their school community	In 2019–20 the Queensland Government strengthened its commitment to preventing domestic, family and sexual violence by including actions to enhance respectful relationships education in <i>Prevent. Support. Believe. Queensland's Framework to address Sexual Violence</i>
Queensland community believes it is important to educate children and young people about respectful relationships	In 2020, 97% of Queenslanders agreed teaching children about respectful attitudes and behaviours in relationships will help reduce domestic and family violence in the future
The broader community challenges traditional gender stereotypes and roles, and values gender equality	<ul style="list-style-type: none"> <li>83% of Queenslanders agree that when one partner in a domestic relationship believes themselves to be superior to their partner because of their gender, domestic and family violence is more likely to occur</li> <li>67.5% of Queenslanders agree that reducing gender inequality in society will help to reduce domestic and family violence in Australia</li> </ul>
Queensland community, business, religious, sporting and all government leaders are taking action and working together	
An increased proportion of Queenslanders report involvement in community initiatives related to domestic and family violence	<ul style="list-style-type: none"> <li>7.5% of Queenslanders reported they were involved in domestic and family violence initiatives in their community (compared to 7.9% in 2019)</li> </ul>
Changes in the scope (i.e., objectives) and scale of community-led initiatives during Domestic and Family Violence Prevention Month	<ul style="list-style-type: none"> <li>Seven registered events for Domestic and Family Violence Prevention Month in May 2020, decreasing from 56 in 2019. The decrease is attributable to COVID-19 impacts that were occurring in the lead up to and during Domestic and Family Violence Prevention Month</li> <li>33 grants were awarded for community events raising awareness of domestic and family violence in their communities, valued at an average of \$4545 each</li> <li>On 6 May 2020, the Queensland Government hosted Australia's first Domestic and Family Violence COVID-19 Virtual Summit bringing together over 120 stakeholders to share ideas on how to support people experiencing domestic and family violence through the COVID-19 pandemic</li> </ul>
Increased number of community, faith-based, and sporting organisations that report delivering domestic and family violence initiatives (i.e., leadership, awareness raising, fundraising, etc.)	<ul style="list-style-type: none"> <li>24 organisations have taken the pledge to work towards a Queensland where everyone is equal and free from violence as a demonstration of their commitment to preventing domestic and family violence</li> </ul>
Increased number of local governments participating in domestic and family violence workplace cultural change programs, including external accreditation, local government domestic and family violence policies, and value of local community grants provided for domestic and family violence prevention initiatives	<p>In 2019–20 the Local Government Association of Queensland (LGAQ) has commenced a project to empower councils to be leaders within their communities in the prevention and response to domestic and family violence. As part of the project:</p> <ul style="list-style-type: none"> <li>LGAQ has employed a specific Domestic and Family Violence Project Officer to assist in raising awareness and taking action on domestic and family violence within Local Government</li> <li>LGAQ has produced a dedicated web page of resources, guides, and information on Domestic and Family Violence for use by all 77 Queensland councils</li> </ul>

4. This indicator reports the lowest and highest proportion of Queenslanders who believe one of five behaviours constitute domestic and family violence.  
Source: Queensland Social Survey 2020.

## Queensland workplaces and workforce challenge attitudes contributing to violence and effectively support workers

All Director-General Performance Agreements demonstrate a visible commitment to domestic and family violence prevention	In 2019–20 100% of Director-General Performance Agreements demonstrate a visible commitment to domestic and family violence prevention as part of the broader work for safe, respectful and inclusive workplaces
All Queensland Government departments participate in a domestic and family violence workplace cultural change program	100% of Queensland Government departments remain White Ribbon accredited in 2019–20
Workplaces engage in any domestic and family violence initiatives (i.e. employee support programs, leadership, awareness raising, fundraising, etc.)	43.4% of employed Queenslanders were in a workplace that had engaged in domestic and family violence initiatives in the last 12 months (compared to 40.4% in 2019, 36.4% in 2018 and 33.7% in 2017)
Increased awareness among Queensland Government employees of domestic and family violence workplace support policy <sup>5</sup>	80% of public sector employees reported being aware of policies in their workplace designed to support employees affected by domestic and family violence (compared to 80% in 2018–19, 76% in 2017–18 and 69% in 2016–17)
Increased confidence among Queensland Government employees in responding appropriately to a colleague or employee affected by domestic and family violence <sup>5</sup>	77% of public sector employees reported they were confident in their ability to respond appropriately to a colleague or employee affected by domestic and family violence (compared to 75% in 2018–19, 74% in 2017–18 and 70% in 2016–17)

## Victims and their families are safe and supported

Number of people whose housing needs are met <sup>6</sup>	<ul style="list-style-type: none"> <li>6566 households experiencing domestic and family violence were provided with a Bond Loan/Rental Grant/RentConnect Advisory Service <ul style="list-style-type: none"> <li>» 16% of Bond Loan/Rental Grant/RentConnect Advisory Services were provided to households with one or more members who identified as Aboriginal and/or Torres Strait Islander</li> </ul> </li> <li>283 households experiencing domestic and family violence had their social housing tenancies transferred to government managed social rental housing</li> <li>1135 households experiencing domestic and family violence were allocated social rental housing <ul style="list-style-type: none"> <li>» 43% of these households had one or more members who identified as Aboriginal and/or Torres Strait Islander</li> </ul> </li> <li>7650 specialist homelessness services clients experiencing domestic and family violence exited those services to sustainable housing <ul style="list-style-type: none"> <li>» 37% of these clients identified as Aboriginal and/or Torres Strait Islander</li> </ul> </li> </ul>
Increased number of victims supported to access training programs and job opportunities	<p>Government and community organisations are increasingly working together to support victim/survivors of domestic and family violence to gain skills and regain their independence, for example:</p> <ul style="list-style-type: none"> <li>Active Opportunities Inc. delivered a government-funded Community Work Skills project to assist 48 people with disability, 12 of whom gained employment</li> <li>Cowboys Rugby League Football Club delivered a government-funded Community Work Skills project that assisted 60 disadvantaged job seekers to gain skills and experience to gain employment, 29 of whom gained employment</li> </ul> <p>Some of the people supported in these projects were identified as having experienced domestic and family violence in their lives which contributed to trauma and social disadvantage</p>
Number of multiagency safety plans closed after actions finalised across High Risk Team sites	1327 people in 2019–20 had their needs met by collaborative response teams from different agencies and providers working together (compared with 1094 in 2018–19 and 555 in 2017–18)
Number of referrals accepted across High Risk Team sites	1457 referrals in 2019–20
Calls for domestic and family violence support/advice/help to women's and men's lines	<p>128,829 calls in 2019–20 (compared with 84,221 calls in 2018–19, 93,411 in 2017–18 and 108,542 calls in 2015–16)</p> <p>24,382 first-time callers receiving support (compared with 29,923 in 2018–19, 29,459 in 2017–18 and 23,699 in 2016–17)</p>
Number of people experiencing domestic and family violence with cases closed/finalised as a result of the majority of identified needs being met	24,442 people with cases closed/finalised in 2019–20
Total number of referral reports on occurrences with a domestic and family violence offence for at-risk individuals to support services	In 2019–20 there were 83,218 referral reports submitted for at-risk individuals to support services such as domestic and family violence (support for aggrieved and respondents), parenting, victims assist, aged support, homelessness and mental health

5. The 2016–17 to 2018–19 percentages reported here differ from the figures previously reported due to a change in methodology to ensure consistent reporting over the period.

6. Some households may have been housed more than once during the reporting period.



Number of children exposed to domestic and family violence with cases closed/finalised as a result of the majority of identified needs being met	1961 children experiencing or at risk of experiencing domestic and family violence with cases closed/finalised in 2019–20
Number of people supported to access crisis accommodation	7245 clients assisted by specialist homelessness services funded to target women and children escaping domestic and family violence <ul style="list-style-type: none"> <li>43% of these clients identified as Aboriginal and/or Torres Strait Islander</li> </ul>
Victims are supported to access crisis accommodation in a timely way	89.21% of referrals for government-funded crisis accommodation completed within 48 hours
Increased number of victims and perpetrators receiving advice from specialist domestic and family violence duty lawyers	<ul style="list-style-type: none"> <li>In 2019–20 10,311 aggrieved persons received advice from a domestic and family violence duty lawyer (compared with 11,296 in 2018–19, 8790 in 2017–18)</li> <li>In 2019–20 11,499 respondent persons received advice from a domestic and family violence duty lawyer (compared with 12,756 in 2018–19, 11,047 in 2017–18)</li> </ul>
Number of domestic violence counselling clients who have been provided with brokerage for safety upgrades to the homes of victims	<ul style="list-style-type: none"> <li>1602 people experiencing domestic and family violence were provided with brokerage for safety upgrades in 2019–20</li> </ul>
<b>Perpetrators stop using violence and are held to account</b>	
Increased number of perpetrators that have been assessed by NGOs as having reduced their use of domestic and family violence	2998 service users that have been assessed by NGOs as having reduced their use of domestic and family violence in 2019–20
Number of perpetrators who voluntarily access perpetrator programs or related services	11,594 perpetrators voluntarily accessed a program during 2019–20
Availability of behaviour change programs in locations across Queensland	134 community-based perpetrator behaviour change programs were supported by the Queensland Government in 2019–20. In addition, Queensland Corrective Services launched an in-custody pilot perpetrator behaviour change program in three locations in 2019–20
Number of perpetrators who were referred to a community behaviour change program in Southport and Logan	432 perpetrators were referred to Men's Domestic Violence Education Intervention Program in Southport and Logan in 2019–20
<b>The justice system deals effectively with domestic and family violence</b>	
Percentage of applications for protection orders finalised within six months of being lodged	93.5% of applications were finalised within six months in 2019–20
Participation by magistrates, solicitors and court staff in training on domestic and family violence and how to respond	<ul style="list-style-type: none"> <li>In 2019–20 92% of magistrates participated in training on domestic and family violence and how to respond (compared with 98% in 2018–19 and 90% in 2017–18)</li> <li>In 2019–20 350 Court Registry staff participated in training on domestic and family violence and how to respond (compared with 396 in 2018–19 and 796 in 2017–18)</li> <li>In 2019–20 68 duty lawyers participated in training on domestic and family violence and how to respond (compared with 37 in 2017–18 and 80 in 2016–17)</li> </ul>
Total number of hours domestic and family violence duty lawyers are available to clients at court	Domestic and family violence duty lawyers were available to aggrieved and respondent persons at court for a total of 22,592 in 2019–20 (a baseline measure for future comparisons)
Number of intervention orders made	560 intervention orders made in 2019–20 (compared with 1048 in 2018–19 and 1065 in 2017–18). The decrease may be attributable to COVID-19 impacts
Total number of local authority meetings or other community meetings that discuss domestic and family violence matters	289 Local Authority meetings attended by Community Justice Group Domestic and Family Violence Coordinators in 2019–20 (compared with 115 in 2018–19 and 132 in 2017–18)
Increased number of perpetrators, victims and families assisted by the Community Justice Groups	<ul style="list-style-type: none"> <li>4867 people supported through referrals and community support, including 2757 victims and 2110 offenders (compared with 2680 in 2018–19 and 1687 in 2017–18)</li> <li>2003 people supported through the court process (including 601 victims and 1402 offenders)</li> </ul>
Number of domestic and family violence specific professional development/training opportunities attended by Domestic and Family Violence Coordinators	<ul style="list-style-type: none"> <li>47 specific domestic and family violence professional development/training opportunities attended by Community Justice Group Domestic and Family Violence Coordinators</li> <li>83% of Community Justice Group Domestic and Family Violence Coordinators attended domestic and family violence specific professional development/training opportunities</li> </ul>
Time (in days) for considering a temporary protection order resulting from an application, Queensland wide	Time from filing application to making a temporary protection order has decreased to an average of 5.2 days, from 5.8 days in 2018–19. Time from filing application to making a temporary protection order for applications involving people who have identified as Aboriginal and/or Torres Strait Islander has also decreased to an average of 5.5 days, from 5.8 days in 2018–19

