**Brokerage and emergency crisis payment arrangements available for people impacted by domestic and family violence**

People impacted by domestic and family violence (DFV) may require financial support to be well supported and safe.

This document provides a consolidated list of the brokerage and emergency crisis payment arrangements available to people experiencing DFV.

It also identifies additional avenues available to people with disability and their children who are impacted by DFV.

Queensland funding

**Women’s shelters and home security safety upgrades**

Some women’s shelters in Queensland receive brokerage funding to support women experiencing DFV. The use of these funds will vary but are generally linked to achievement of case plan or support plan goals. This can include assistance to:

* Maintain accommodation, including:
  + Payment of accommodation related expenses including rent arrears or utilities
  + Purchase of specialist support services and other expenses to support achievement of case or support plan
* Access accommodation (including temporary accommodation), including:
  + Payment of accommodation related expenses including bond and utilities
  + Purchase of specialist support services and other expenses to support achievement of case or support plan

However, wherever possible, services should support people experiencing DFV to access products already available through the Department of Housing and Public Works in relation to assistance with rental costs or bond payments in the first instance.

If you are supporting someone to seek shelter, contact the closest housing service centre ([www.qld.gov.au/housing/public-community-housing/housing-service-centre](file:///C:/Users/hxcoulth.000/AppData/Local/Microsoft/Windows/INetCache/IE/8VP1VN72/www.qld.gov.au/housing/public-community-housing/housing-service-centre)) to discuss what options, including financial support, may be available.

**Other domestic and family violence services**

Queensland Government funded DFV services, other than women’s shelters, may also have funding available to support client related costs, including to support people escaping violence. This will depend on the operational structure of the service and clients should discuss this with the service.

A number of DFV services also provide home security upgrades to support and empower people experiencing DFV, and their children, to remain safely in their homes where it is appropriate to do so. This is achieved through enhancing home security and enabling people to remain close to family and other support networks such as workplaces, schools and child care. An assessment of circumstances and risk will be undertaken prior to this work is carried out.

Technology such as personal safety devices or CCTV is also available through some specialist DFV services under the *Keeping Women Safe in Their Homes* initiative. These resources are also issued as part of a broader safety plan and after a rigorous risk assessment process to determine whether remaining in the home is a safe option.

Contact details to access local DFV services can be found at [www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support](file:///C:/Users/hxcoulth.000/AppData/Local/Microsoft/Windows/INetCache/IE/8VP1VN72/www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support).

**Emergency Relief program**

The Queensland Government funds an Emergency Relief program. The program provides financial and/or material support to Queenslanders in financial crisis.

The program provides support such as food vouchers, food parcels and third-party payments for vulnerable Queenslanders and aims to prevent future financial crisis by referring people to appropriate financial and social support services.

There are 87 funded services across Queensland that deliver this program. These organisations can be found here – [www.qld.gov.au/community/cost-of-living-support/emergency-relief-program](file:///C:/Users/hxcoulth.000/AppData/Local/Microsoft/Windows/INetCache/IE/8VP1VN72/www.qld.gov.au/community/cost-of-living-support/emergency-relief-program).

**Funding for victims of violence**

When a person is injured by an act of violence in Queensland, the Queensland Government may be able to pay for, or reimburse, some recovery expenses. They may also pay for, or reimburse, some relocation, safety and security expenses. This funding is provided through Victim Assist.

**Eligibility criteria**

The person may apply if they have been:

* physically or psychologically injured,
* by an act of violence (including all forms of domestic and family violence),
* that happened in Queensland, and was
* reported to the police or, [in some cases](https://www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime/financial-assistance/report-violence), a doctor, a psychologist or a domestic and family violence worker.

Extra conditions apply if the domestic or family violence ended before 1 July 2017. Contact Victim Assist for advice.

* Email - [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au)
* Phone - 1300 546 587

**How to apply**

How to apply (including forms) – [www.qld.gov.au/victimsapply](http://www.qld.gov.au/victimsapply)

**Timeframes**

All claims need to be assessed. Victim Assist Queensland aims to assess new claims within 90 days. Delays can occur, especially if:

* the application is not filled in correctly or not signed correctly
* the applicant did not attach a completed verification of identity form
* there are delays getting information from police
* there are delays getting information about the victim's injuries
* the violence was work related or involved a motor vehicle.

Some expenses, such as relocation, safety and security expenses and urgent medical treatment may be assessed sooner (within 30 days). More information about how to claim urgent expenses is available at: <https://www.publications.qld.gov.au/dataset/victim-assist-queenslandfactsheets>.

Commonwealth funding

Centrelink provides an avenue for people who have experienced DFV to receive crisis payments.

Eligibility criteria for accessing a crisis payment from Centrelink for DFV includes that a person must be:

* Residing in Australia when making the application
* Experiencing DFV, including the considerations that:
  + The person receiving the payment must be in contact with a DFV service prior to applying
  + There is a limited time period for a crisis payment claim to be requested:
    - Centrelink must be contacted within seven days of:
      * The decision to not return home
      * The perpetrator leaving or being removed from the home
      * The person being legally prevented from returning home
    - Following contact to Centrelink, the claim must be submitted within 14 days
* Eligible for, or receiving, income support or ABSTUDY Living Allowance from Centrelink.

Support with completing the application is available to people with disability or other impairments. This may include completing the application verbally rather than through the formal process.

Crisis payments for any reason are available to a person a maximum of four times per 12 months.

Further information regarding crisis payments available from Centrelink and how to apply can be found by visiting [www.servicesaustralia.gov.au/individuals/forms/su510](http://www.servicesaustralia.gov.au/individuals/forms/su510).

Banks and financial institutions

A number of Australian banks and financial institutions offer a range of financial support services and support mechanisms to help customers to gain independence and escape violence.

This includes:

* Crisis payments
* Separate and private bank accounts
* Counselling services
* Exceptions to general requirements to open a new account
* Support with financial literacy

Please note that many of these support mechanisms are only available to existing customers of the institution and are generally assessed on a case-by-case basis. People experiencing DFV should contact their specific bank to discuss what is available.

Corporate support

The Queensland Government is continuing to engage with corporate and community partners to improve workplace responses to people experiencing DFV.

Some employers offer financial assistance to employees who are impacted by DFV. An avenue for financial support may be found by looking into the policies and practices of the employer of a person who is impacted by DFV, or discussing this directly with the employer.

Additional financial support for women with disability and their children

People with disability who are actively receiving support from the National Disability Insurance Scheme (NDIS) may be able to access crisis payments if impacted by DFV.

These payments are managed on a case-by-case basis and should be discussed with a client’s support worker from the National Disability Insurance Agency, or through contact with the relevant NDIS provider [www.ndis.gov.au/contact](http://www.ndis.gov.au/contact).

*For people with disability who do not yet have an NDIS package*

The Queensland Government Assessment and Referral Team (ART) is continuing to provide intensive case management activities to support people with disability to access the NDIS. ART can administer specialised assessments of diagnosis and/or functional capacity where required. Case Managers will work with clients to identify suitable options on an individual basis.

To be eligible for ART, a person must be aged between 7 and 65, and meet NDIS access criteria ([www.ndis.gov.au/about-us/operational-guidelines/access-ndis-operational-guideline/access-ndis-access-criteria](file:///C:/Users/hxcoulth.000/AppData/Local/Microsoft/Windows/INetCache/IE/8VP1VN72/www.ndis.gov.au/about-us/operational-guidelines/access-ndis-operational-guideline/access-ndis-access-criteria)).

Referral for people who may be eligible for the NDIS can be made directly to ART via:

* Online Referral – <https://queenslandcommunities.engagementhub.com.au/disability-connect-and-outreach-hub/userinfo/art-referral-form>
* Email – [ARTEnquiries@communities.qld.gov.au](mailto:ARTEnquiries@communities.qld.gov.au)
* Phone – 1800 569 040