

DOMESTIC AND FAMILY VIOLENCE
Implementation Council

— PROGRESS REPORT —

1 DEC 2016 — 30 NOV 2017





Chair's foreword

It is a privilege and pleasure to present the Domestic and Family Violence Implementation Council's progress report for the period 1 December 2016 to 30 November 2017.

This is the first progress report the Council has issued since the Premier, the Honourable Anastacia Palaszczuk MP, appointed me as Chair of the Council. I would like to take this opportunity to acknowledge the work of my predecessor, the Honourable Quentin Bryce AD CVO, who chaired the Council from its inception and also led the Special Taskforce on Domestic and Family Violence in Queensland. Ms Bryce's contribution represents a turning point in the way Queensland has approached this issue and the Special Taskforce's report, *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland*, is a landmark report at a national level. I am honoured to help continue the work she began.

The 12 months covered by this report have seen ongoing progress in the implementation of domestic and family violence reforms in Queensland, and continued efforts by the Queensland community to draw attention to and address the issue.

This is important and significant progress, however, domestic and family violence remains a tragic reality in Queensland life. Victims, their families and our communities continue to suffer. During the period this report covers, more Queenslanders lost their lives to domestic and family violence. The Council acknowledges the tragedy of those deaths, and the experience of all those impacted by domestic and family violence.

We also pay tribute to the committed people working to address domestic and family violence, support victims and their families, and work with perpetrators. The Council has witnessed firsthand the dedication of those working in shelters, support services, police stations, hospitals and elsewhere, to combat domestic and family violence and support those impacted.

While much of the Council's work focuses on the implementation of reforms, it is the day-to-day efforts of frontline workers that remain the bedrock of the state's response to domestic and family violence. And, hearteningly, 2017 saw the beginning of a global groundswell against violence towards women—in all forms. The #metoo and #timesup campaigns have resulted in measurable action to bring attention to the consequences of violence and sexual assault. The 'digital revolution' is providing powerful platforms for both women and men to speak up and call out bad behaviour. Now, more than ever we need to 'catch the wave' and reaffirm— violence against women will not be tolerated #notnownotever.

Finally, I would like to thank the Premier, the Honourable Anastacia Palaszczuk MP; the former Minister for the Prevention of Domestic and Family Violence, the Honourable Shannon Fentiman MP; and the incoming Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence, the Honourable Di Farmer MP, for their commitment to the implementation of the reform program.

Queensland has made great strides in our efforts to combat domestic and family violence but all members of the community have a role to play. I encourage all Queenslanders to consider what has been achieved to date, and to challenge themselves to make their own contribution towards breaking the cycle of violence.

Kay McGrath OAM
Chair, Domestic and Family Violence Implementation Council

Introduction

The Domestic and Family Violence Implementation Council (the Council) has responsibility for monitoring and advocating for the implementation of recommendations of the report, *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland*, and the Domestic and Family Violence Prevention Strategy.

The *Not Now, Not Ever* report established a road map for comprehensive reform of Queensland's response to domestic and family violence, and made 140 recommendations for change grouped around the themes of:

- culture and attitudes
- service responses
- law and justice framework.

The Queensland Government formalised its approach to implementing the report recommendations through adopting the *Domestic and Family Violence Prevention Strategy 2016–2026*. This strategy will be supported by four action plans, which detail the delivery of actions, including 'enabling actions' to supplement the recommendations, aimed at realising the vision of a Queensland free from domestic and family violence.

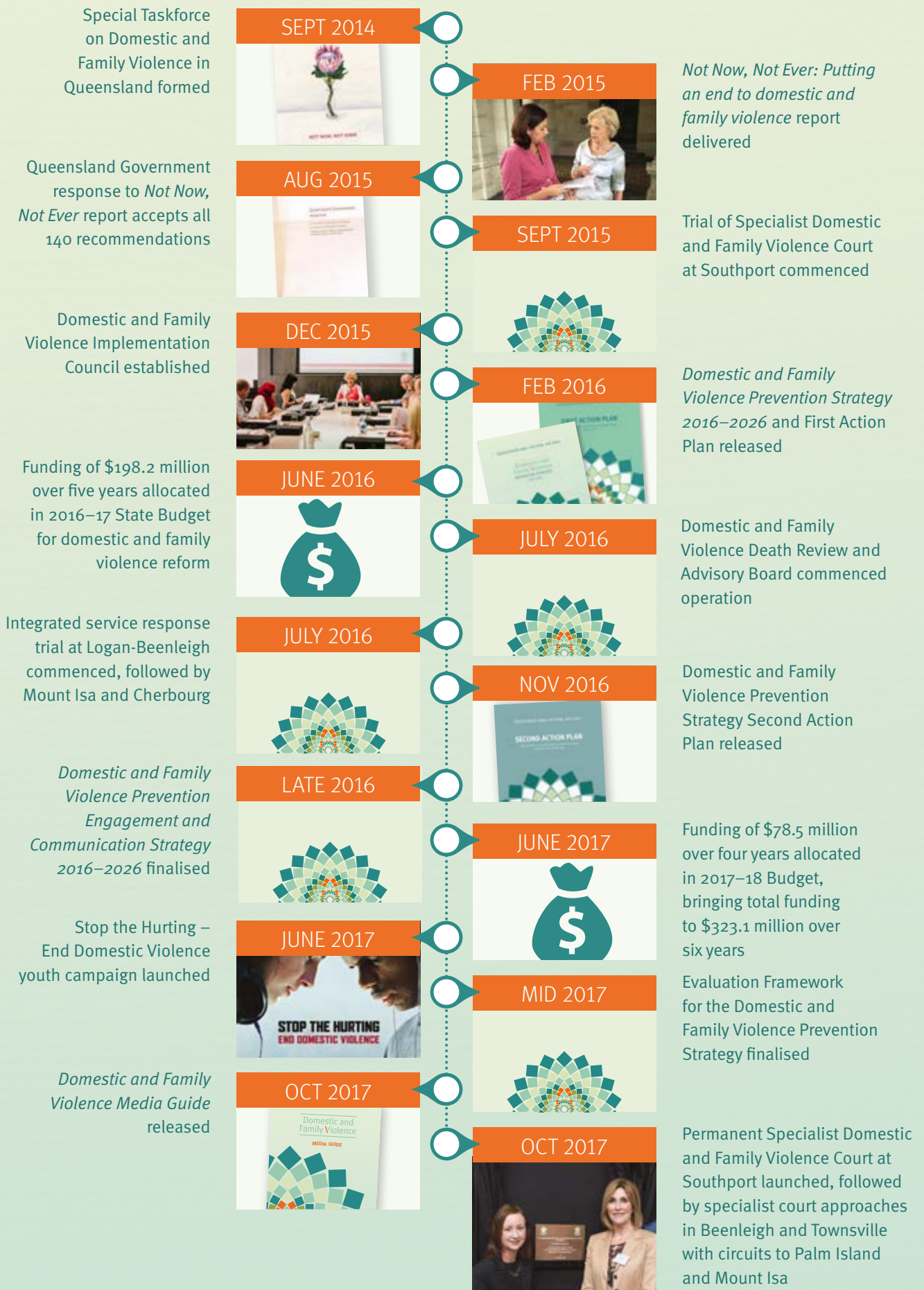
The strategy is underpinned by three foundational elements reflecting the themes of the *Not Now, Not Ever* report:

- a significant shift in community attitudes and behaviours
- an integrated response system that delivers the services and support that victims and perpetrators need
- a stronger justice system response that will prioritise victim safety and hold perpetrators to account.

This report discusses the work of the Council and implementation progress for the 12 months from 1 December 2016 to 30 November 2017. During this period, the Council has held six formal meetings, including a visit to Logan, and Council members have participated in a range of out-of-session activities, including attending work group meetings with government departments and sector stakeholders, visiting the Specialist Domestic and Family Violence Court at Southport, and participating in forums, workshops and symposiums.

Since the Council's previous report for the period ending 30 November 2016, a further 45 *Not Now, Not Ever* report recommendations have been completed and, as at 30 November 2017:

- 95 recommendations (85 government and 10 non-government) and 10 enabling actions have been completed
- 43 recommendations (36 government and 7 non-government) and 13 enabling actions have commenced
- 2 non-government recommendations are still to commence.



Progress report at a glance

Key activities

- Six formal Council meetings
- Visit to Logan, including six separate meetings with local agencies and stakeholders
- Visit to Specialist Domestic and Family Violence Court at Southport, including meetings with key agencies and stakeholders
- Reception in support of Queensland Child Protection Week with child protection and domestic and family violence service sector representatives
- Work group meetings with Department of Health and Local Government Association of Queensland

Implementation progress

- 95 recommendations (85 government and 10 non-government) and 10 enabling actions completed
- 43 recommendations (36 government and 7 non-government) and 13 enabling actions commenced
- 2 recommendations (non-government) still to commence

Key achievements in current period

- Finalisation of *Evaluation Framework for the Domestic and Family Violence Prevention Strategy* (**recommendation 5**)
- Release of Domestic and Family Violence Death Review and Advisory Board 2016–17 annual report (**recommendation 8**)
- Completion of reviews of the impact of domestic and family violence on people with disability and elder abuse (**recommendations 10 and 11**)
- Delivery of Stop the Hurting – End Domestic Violence campaign under the *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026*
- White Ribbon accreditation of 13 additional Queensland Government agencies
- Supporting businesses and non-government organisations to develop and maintain workplaces that support victims of domestic and family violence (**recommendation 41**)
- Delivery of train-the-trainer program across health sector (**recommendations 52, 55, 56 and 58**)
- Completion of report on antenatal screening (**recommendation 54**)
- Release of *Domestic and Family Violence Media Guide* (**recommendation 70**)
- Operationalisation of integrated service responses in three trial sites (**recommendations 9 and 74**), including:
 - commencement of referrals for high risk cases (**recommendation 76**)
 - development of common risk and safety framework (**recommendation 77**)
 - commencement of legislative amendments, completion of guidelines and implementation of ICT platform to support information sharing (**recommendations 78 and 79**).
- Completion of Stage 1 evaluation of establishment of integrated service response trials (**recommendation 75**)
- Funding for establishment of additional shelters (**recommendation 85**)
- Commissioning shelters that meet the needs of clients with companion animals (**recommendation 87**)
- Commencement of National Domestic Violence Order Scheme (**recommendation 90**)
- Completion of trial of Specialist Domestic and Family Violence Court at Southport (**recommendation 97**)
- Roll-out of specialist court approaches in Southport, Beenleigh and Townsville with circuits to Palm Island and Mount Isa (**recommendations 97 and 100**)
- Implementation of statewide protocol between Magistrates Courts, Family Court and Federal Circuit Court registry regarding access to family law orders (**recommendation 98**)
- Endorsement of guidelines and issuing of practice direction on use of interpreters in courts (**recommendations 113 and 115**)
- Commencement of amendments to *Victims of Crime Assistance Act 2009* and introduction of sexual assault counselling privilege (**recommendations 95 and 130**)

Areas for future focus

- Implementation of *Evaluation Framework for the Domestic and Family Violence Prevention Strategy* (**recommendation 5**)
- Delivery of next campaigns under the *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026* (**recommendations 12, 14 and 20**)
- Update on progress of delivery of respectful relationships education programs in Queensland schools (**recommendations 24 to 29**)
- Implementation of recommendations on antenatal screening (**recommendation 54**)
- Continued engagement with health sector, including professional colleges (**recommendations 50, 51, 53 and 57**)
- Opportunities to support action by local governments and other organisations to address domestic and family violence at community level
- Completion of funding and investment model (**recommendations 72 and 73**)
- Completion of Stage 2 evaluation of integrated service response trials (**recommendation 75**)
- Finalisation of common risk and safety framework and supporting tools (**recommendation 77**)
- Availability and efficacy of perpetrator programs (**recommendation 80**)
- Completion of review of standards for perpetrator programs (**recommendation 82**)
- Continuing implementation of community justice group enhancement project (**recommendation 92**)
- Examination of options for electronic monitoring of domestic violence offenders (**recommendation 123**)
- Completion of Queensland Police Service review of prosecution and investigation policies (**recommendations 131 and 134**)
- Australian Law Reform Commission review of the family law system

Activities of Council

Council overview

The Council was established by the Queensland Government in response to **recommendation 3** of the *Not Now, Not Ever* report, which recommended that:

The Queensland Government establishes and supports an advocacy and audit oversight body, comprising representatives drawn from key sectors from the Queensland community (including Aboriginal and Torres Strait Islander representation) and with an independent chair. The oversight body should:

- a. be given the role to audit and undertake advocacy for the implementation of the recommendations of this report and the Domestic and Family Violence Prevention Strategy
- b. be required to report to the Premier, initially six-monthly, on implementation progress and the performance of the sectors taking action to eliminate domestic and family violence. The frequency of reporting should be reviewed after 12 months from finalisation of the strategy.

The Council's terms of reference provide that its primary functions are to monitor and champion implementation of the recommendations of the *Not Now, Not Ever* report and the Domestic and Family Violence Prevention Strategy.

The Council has previously provided two reports to the Premier and Minister for the Arts, the Honourable Anastacia Palaszczuk MP, and the then Minister for the Prevention of Domestic and Family Violence, the Honourable Shannon Fentiman MP, covering the first six months and 12 months of the Council's operation respectively. These reports have been tabled in Parliament.

In accordance with part b of recommendation 3 above, the Council's reporting frequency has been reviewed, and it is now required to report to the Premier and the Minister for the Prevention of Domestic and Family Violence on an annual basis.

The past 12 months has seen a number of changes to the Council's membership. The inaugural Chair, the Honourable Quentin Bryce AD CVO, completed her tenure as Chair of the Council in February 2017. The Council acknowledges Ms Bryce's significant contribution to domestic and family violence reform in this state both as Council Chair, and through her leadership of the Special Taskforce that developed the landmark *Not Now, Not Ever* report.

Ms Kay McGrath OAM was appointed as the new Chair of the Council, leading her first meeting as Chair in May 2017. Mr Ian Leavers, Associate Professor Annabel Taylor and Dr Graham Fraine (replacing Ms Christine Castley) were also appointed to the Council in May 2017. In October 2017, Mr Lachlan Heywood resigned from the Council due to interstate relocation.

In September 2017, the Premier approved the continuation of the Council for a further term until 30 November 2019, continuing its role as the independent oversight and advocacy body for the domestic and family violence reform process.

The members of the Council as at 30 November 2017 are:

Ms Kay McGrath OAM (Chair) – Journalist with Seven Network

Mr Lance Hockridge (Deputy Chair) – former Managing Director and Chief Executive Officer of Aurizon Holdings

Associate Professor Kathleen Baird – Associate Professor in Midwifery, School of Nursing and Midwifery at Griffith University and Director of Midwifery and Nursing Education, Women’s and Newborn Services at Gold Coast University Hospital

Ms Faiza El-Higzi – Board Director with Queensland Council of Social Service, Muslim community leader and researcher in gender studies at The University of Queensland

Ms Denise Kostowski – Principal of Forest Lake State High School

Mr Ian Leavers – General President and Chief Executive Officer of the Queensland Police Union of Employees

Ms Natalie Lewis – Chief Executive Officer of the Queensland Aboriginal and Torres Strait Islander Child Protection Peak

Ms Karni Liddell – disability specialist, National Disability Insurance Scheme Ambassador and Advisor for Queensland, and former Paralympian

Mr Darren Lockyer – former professional rugby league footballer and commentator

Ms Kathryn McMillan QC – barrister and Adjunct Professor at TC Beirne School of Law, The University of Queensland

Mr Edward Mosby – psychologist with Wakai Waian Healing

Ms Janette Phelan – psychologist and Mission Action Partner for Churches of Christ Queensland

Dr Wendell Rosevear OAM – General Practitioner and Director of Stonewall Medical Centre working in areas including drug and alcohol rehabilitation, suicide prevention, rape and sexual abuse and gay and lesbian health

Professor Annabel Taylor – Director of Queensland Centre for Domestic and Family Violence Research at Central Queensland University

Ms Karyn Walsh AM – Chief Executive Officer of Micah Projects.

Ex-officio members:

Judge Ray Rinaudo AM – Chief Magistrate of Queensland

Dr Graham Fraine – Deputy Director-General, Policy, Department of the Premier and Cabinet

Deputy Commissioner Brett Pointing – Deputy Commissioner, Strategy, Policy and Performance, Queensland Police Service

Ms Natalie Parker – Director, Domestic and Family Violence Court Reform, Department of Justice and Attorney-General

Ms Merrilyn Strohfeldt – Deputy Director-General, Service Delivery and Practice, Department of Communities, Child Safety and Disability Services.

Council meetings

The Council has held six formal meetings in the 12-month reporting period, including a visit to Logan, in addition to holding work group meetings and visiting the Specialist Domestic and Family Violence Court at Southport.

Meetings have focused on specific sectors and their responses to the recommendations outlined in the *Not Now, Not Ever* report. A number of these meetings have been attended by representatives of key organisations who have participated in round table discussions to inform the Council of progress in the relevant sector.

The Council publishes communiqués online, which detail outcomes and discussions at each meeting.

Stakeholders consulted by the Council or participated in Council meetings are listed at Appendix 2, page 62.

Meeting ten

The Council's tenth meeting was held in Brisbane on Friday 24 February 2017. This was the last meeting of the Council chaired by the Honourable Quentin Bryce AD CVO, and her significant contribution to the Council and, more broadly, domestic and family violence reform in Queensland was acknowledged.

The Attorney-General and Minister for Justice and Minister for Training and Skills, the Honourable Yvette D'Ath MP, attended the meeting to provide an update on legislative reforms and other actions being taken by the Queensland Government in relation to bail laws. Enhance Research also provided a briefing on the findings of community research undertaken on attitudes towards domestic and family violence in Queensland.

Meeting eleven

The eleventh Council meeting was held in Brisbane on Tuesday 30 May 2017. This was the first Council meeting chaired by Ms Kay McGrath OAM. New members, Associate Professor Annabel Taylor, Mr Ian Leavers and Dr Graham Fraine, also joined the Council at this meeting.

The Council discussed its work program for the remainder of 2017, considering options for discharge of its oversight and advocacy functions, and identified priority areas to be examined out-of-session by smaller work groups of Council members, reporting to the full Council. The Council also considered the first six-monthly report from the Domestic and Family Violence Death Review and Advisory Board, covering its activities and findings from October 2016 to April 2017.

Meeting twelve

The Council's twelfth meeting was held on Wednesday 12 July 2017 in Brisbane. The meeting focused on the effects of domestic and family violence on people with disability.

The Council was joined by a panel of representatives from the disability sector to discuss issues affecting people with disability who are impacted by domestic and family violence, and strategies to address these issues. The Council noted that the Department of Communities, Child Safety and Disability Services was undertaking

further work on improving service responses to this issue and would report back to the Council on progress.

The Council also received a report from members who participated in a visit to the Specialist Domestic and Family Violence Court at Southport in June 2017.

Meeting thirteen

The thirteenth meeting of the Council was held on Friday 1 September 2017 in Brisbane. Held on the eve of Child Protection Week, the meeting focused on the intersection between child protection and domestic and family violence issues and systems.

As part of this meeting, the Council received briefings from the Department of Communities, Child Safety and Disability Services, Professor Cathy Humphreys of the University of Melbourne, and Family Matters Queensland regarding government, research and community-based action respectively to strengthen child protection responses.

The Council also noted a range of out-of-session activities, including the conduct of a workshop at Forest Lake State High School to develop lyrics for the music competition for the Stop the Hurting domestic and family violence youth campaign.

Following the meeting, the Council hosted a reception in support of Queensland Child Protection Week, attended by representatives of the child protection and domestic and family violence service sectors.

Meeting fourteen and Logan visit

On Wednesday 18 October 2017, the Council travelled to Logan to observe local initiatives to address domestic and family violence. As part of the visit, Council members met with a range of local agencies and stakeholders, covering a range of aspects of the domestic and family violence response in the Logan area, including the Logan-Beenleigh high risk team and broader integrated service response trial, youth activities, community responses, programs for the culturally and linguistically diverse community, engagement with the Aboriginal

and Torres Strait Islander community and health sector initiatives.

The Council also hosted a lunch with participants in the Logan-Beenleigh integrated service response, a broad range of stakeholders who work together to address systemic issues as a part of the trial, prior to the Council conducting its formal meeting in Logan.

At the meeting, the Council considered feedback from meetings conducted during the visit, as well as a report on outcomes of a meeting with the Director-General of the Department of Health regarding progress of domestic and family violence reforms within the health sector.

Meeting fifteen

The Council's final meeting for 2017 was held on Monday 20 November 2017. At this meeting, the Council considered updates on implementation progress, including the Domestic and Family Violence Death Review and Advisory Board's 2016–17 annual report, and development of the Council's 2017 progress report.

Domestic and Family Violence Implementation Council work groups

As part of its activities in 2017, the Council identified a number of priority areas for further detailed consideration of different aspects of the reform program: justice and service integration, health, local engagement and education. To facilitate more detailed consideration of implementation progress in these areas, activities are undertaken by smaller groups of Council members outside of, but reporting back to, the Council's ordinary meetings.

Activities undertaken through the Council's work groups during 2017 included:

- A visit to the **Specialist Domestic and Family Violence Court at Southport**, including observation of court proceedings; participation in the Court's operational working group meeting; a tour of purpose-built court facilities; and meetings with Magistrates, police, court staff, duty lawyers, probation and parole and other stakeholders.
- A **music workshop at Forest Lake State High School**, conducted on 24 July 2017 with approximately 35 students to assist in developing lyrics for the Stop The Hurting – End Domestic Violence music competition.
- A meeting with the **Director-General and Deputy Director-General from the Department of Health** to discuss progress of reforms in the health sector and ongoing work to ensure reforms are being embedded within the health system.

- A visit to Logan to explore aspects of the **Logan-Beenleigh integrated response trial** including operation of the high risk team, programs aimed at supporting culturally and linguistically diverse and Aboriginal and Torres Strait Islander community members, and the broader integrated response.
- A meeting with **representatives from the Local Government Association of Queensland**, including Councillor Karen Williams, Mayor of Redland City, to discuss strategies and opportunities to promote action by local governments to address domestic and family violence.

A meeting will be held with representatives of the school education sector to discuss progress in the implementation of respectful relationships programs and other activities to address domestic and family violence in Queensland schools.

The Council acknowledges the breadth and extent of work being undertaken across the domestic and family violence reform program, and will continue to monitor implementation progress in priority areas through its work groups during 2018.

Forest Lake State High School music workshop.





Personal observations – Deputy Chair Lance Hockridge

Through the year it has been a special experience for me to see and be part of the work of the Council, but much more so to have the opportunity to see firsthand the breadth of work and dedication from so many organisations and individuals who put in such dedicated effort around supporting victims of domestic and family violence. It is sobering to be constantly reminded of the breadth and impact of the problem, but a source of encouragement to see the positive effects of the range of effort and responses that are underway in Queensland.

For me, a continuing area of interest and focus has been among our businesses, education, media and community leaders. In the first instance, our work has centred on an educative effort—to remind all of our businesses and communities that domestic and family violence is a problem that affects all of us, and requires a knowledgeable, committed, coordinated and cohesive response.

Through the work of the Council we have interacted with a range of business, education and community leaders. It is wonderful to see the commitment and effort that many are displaying, together with some very innovative ways of addressing the issue. For example, a number of Council members had the opportunity to meet with the Local Government Association of Queensland and hear of the intensity with which efforts were being pursued and elevated.

We also saw firsthand the impact of the many and coordinated efforts for example within the Logan Council area. Right across the state we have seen and heard of the passion and effort of so many local, community-based organisations. In my view this momentum must and will build to reinforce the ‘Not Now, Not Ever’ dictum.

We all know that there is much yet to be done to eradicate this problem. I am however encouraged by the greater interaction and coordination among key community groups. And finally, I again pay tribute and express my gratitude for the work of so many individuals who toil tirelessly to make a real difference in the lives of victims.

Lance Hockridge

Reception in support of Child Protection Week

On 1 September 2017, the Council held a meeting that focused on the intersection between child protection and domestic and family violence issues and responses.

As part of this meeting, the Council received briefings on:

- the Queensland Government's child protection reform program, *Supporting Families Changing Futures*, and its intersection with the domestic and family violence reform program
- the ANROWS PATRICIA project (PATHways in Research In Collaborative Inter-Agency working), a research project focused on the collaborative relationships between domestic and family violence and child protection sectors
- the work of Family Matters, a national campaign aimed at eliminating the over-representation of Aboriginal and Torres Strait Islander children in out-of-home care, and its strategy *Our Way: A generational strategy for Aboriginal and Torres Strait Islander children and families 2017–2037* and first action plan, *Changing Tracks 2017–2019*.

Following the meeting, the Council hosted a reception in support of Queensland Child Protection Week, attended by representatives of the child protection and domestic and family violence service sectors.

At the reception, Professor Cathy Humphreys, Professor of Social Work at the University of Melbourne and a lead researcher on the ANROWS PATRICIA project, provided an overview of key findings of the project. This research identified the importance of joint training, common risk assessment and risk management

Chair of the Council, Ms Kay McGrath OAM and Professor Cathy Humphreys

frameworks and tools, and information sharing systems as key to effective collaboration between the domestic and family violence and child protection sectors.

The reception also showcased a number of initiatives operationalising these principles:

- The **Walking with Dads** initiative being trialled in the North Coast and Mount Isa/Gulf regions. This model was developed to proactively engage with father figures, supporting them to take responsibility for their behaviour and assisting them to access support services including perpetrator intervention programs.
- The **Assessment and Service Connect Hub** at Nerang, a Queensland first partnership between Child Safety investigation and assessment teams and staff from the Domestic Violence Prevention Centre Gold Coast and Act for Kids that provides a customised response to children and families that suits their needs.
- The Department of Communities, Child Safety and Disability Services' **Strengthening Families Protecting Children Framework for Practice** that guides decision-making for all stakeholders to work together to develop and implement detailed plans to enhance children's safety, belonging and wellbeing.

The current reforms being undertaken within both the domestic and family violence and child protection sector present significant opportunities for increased collaboration and understanding between these sectors. The Council commends current efforts to support and encourage collaborative approaches with the overriding objective of improving outcomes for children exposed to domestic and family violence.



Aboriginal and Torres Strait Islander Advisory Group

The Aboriginal and Torres Strait Islander Advisory Group (the Advisory Group) to the Council was formed in 2016 to ensure that the interests of and issues affecting Aboriginal and Torres Strait Islander Queenslanders receive appropriate attention during the domestic and family violence reform process.

The Advisory Group continued its work in 2017. Three new members—Mr Kieran Chilcott, Ms Heron Loban and Ms Paula Neal—joined the group, alongside continuing members Mr Charles Passi and co-chairs, Ms Natalie Lewis and Mr Edward Mosby.

Over the course of the year, the Advisory Group considered a number of aspects of the domestic and family violence reform program, including:

- an overview of various reform activities with relevance to Aboriginal and Torres Strait Islander Queenslanders
- progress of the integrated service response trials in Logan-Beenleigh, Mount Isa and Cherbourg, and the developmental evaluation of these trials
- co-design activities for the delivery of domestic and family violence services in Palm Island
- data on child safety notifications involving domestic and family violence in Aboriginal and Torres Strait Islander families
- availability of perpetrator programs in correctional facilities
- delivery of initiatives under the *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026*.

Members of the Advisory Group also attended a meeting with Aboriginal and Torres Strait Islander community members during the Council's visit to Logan.

In exploring the implementation of reforms that deliver services to those impacted by domestic and family violence, the Advisory Group highlighted the importance of understanding the context in which much of the violence impacting Aboriginal and Torres Strait Islander people occurs, and identified critical systemic issues for responding to violence affecting Aboriginal and Torres Strait Islander people.

Some of the key themes and issues the Advisory Group identified as being pertinent to the implementation of reforms and addressing domestic and family violence more broadly are set out below.

The importance of a trauma-informed approach

For many Aboriginal and Torres Strait Islander individuals, families and communities, intergenerational trauma is a critical part of the context in which domestic and family violence occurs. In order to meet the needs of Aboriginal and Torres Strait Islander Queenslanders, this trauma, which arises from Aboriginal and Torres Strait Islander experiences of colonisation, must be understood and addressed.

Victims, perpetrators and other community members need to be supported with strategies that acknowledge trauma and support healing. Services that support Queenslanders impacted by domestic and family violence need to be able to recognise and respond to trauma as a core part of their skill set. Effective trauma-informed care cannot be achieved as a mere add-on to mainstream service delivery models. Rather, understanding of and responsiveness to trauma must permeate the service model.

To meet the needs of Aboriginal and Torres Strait Islander Queenslanders, people and organisations providing domestic and family violence-related services must develop this capacity. In the context of the domestic and family violence reform process in particular, the Advisory Group stresses the importance of the integrated service response models that are being trialled across the state adopting a trauma-informed approach to develop service delivery responses appropriate for Aboriginal and Torres Strait Islander people.

Prevention and accountability

The Advisory Group emphasises the importance of activities and programs aimed at the prevention of domestic and family violence, in addition to those providing service or crisis responses. In Aboriginal and Torres Strait Islander communities that have experienced high levels of violence over a long period of time, reductions in levels of violence cannot be expected without a focus on prevention. The Advisory Group appreciates that this is a challenge.

Grassroots initiatives developed by community members themselves should be fostered as a means of developing effective preventative responses to domestic and family violence. The Advisory Group notes that sole traders may struggle to compete or be recognised in existing funding

environments. In other cases, community members with significant cultural experience, insight and authority may face challenges in having their experience recognised. Funding and regulatory arrangements should have the flexibility to take advantage of the ideas, experience and knowledge that exist at a grassroots level in Aboriginal and Torres Strait Islander communities.

Community leaders are central to a strong preventative response to violence, and can play a key role in promoting a culture that does not tolerate violence, and for raising young people within the community in a way that models positive behaviours. To support this, leaders in the broader Queensland and Australian community need to promote action at a leadership level.

It is also imperative that all those working to address domestic and family violence see themselves as responsible and accountable to the communities they serve. The Advisory Group encourages frontline workers, services and decision makers, whether they are directly or indirectly involved in efforts to address violence, to strive towards an environment where services are delivered appropriately, competently, efficiently and effectively, in the interests of the communities and individuals involved.

The role of child safety and correctional systems

During 2017, the Advisory Group discussed the intersection of the child safety system and the correctional system in relation to people who are impacted by domestic and family violence.

The prevalence of domestic and family violence in households that are the subject of substantiated child safety notifications demonstrates the importance of locating effective domestic and family violence support in child safety services. To be effective, such services need to be culturally safe and appropriate for Aboriginal and Torres Strait Islander families, and data needs to inform service delivery priorities.

In relation to the correctional system, the Advisory Group considered the availability of interventions for perpetrators of domestic and family violence within correctional facilities. The group noted that effective therapeutic interventions for perpetrators depend on quality, consistency and continuity of care. Maximising

these qualities for perpetrators transitioning in and out of prison requires collaboration between systems inside and outside of prison.

Paying attention to the way in which systems such as child safety and corrections interact with the specialist domestic and family violence support sector will be an important part of ensuring an effective response to domestic and family violence as the reform program progresses.

Supporting capacity building for community-owned organisations

The Advisory Group notes the challenges for community-controlled organisations in delivering domestic and family violence services in discrete communities.

Communities that face significant levels of grief and trauma are challenging environments for workers supporting people impacted by domestic and family violence, and local staff need to be supported with professional development pathways and self-care processes if they are to have the capacity to deliver services effectively.

In such communities, development of workforce capacity in community organisations should be a consideration when designing service delivery models. Incorporating professional development and associated requirements as part of procurement and service design processes are positive measures, however further investment in professional development for these organisations is required. Such capacity building will in turn support communities to develop their own responses to domestic and family violence.

Looking forward

The issues that have been considered by the Advisory Group point towards areas for further monitoring and investigation in the future. As Queensland engages with the complexities of domestic and family violence prevention as the reform program progresses, the need for a specialised focus to identify and address the needs of Aboriginal and Torres Strait Islander Queenslanders remains vital.



Personal observations – Edward Mosby, Council member and Advisory Group co-chair

Reflecting on the past year, I have appreciated the opportunity to serve both as a member of the Council and a co-chair of its Aboriginal and Torres Strait Islander Advisory Group. Considering the issues we have examined and discussions we have had, I have been struck by the importance of self-determination and empowerment of Aboriginal and Torres Strait Islander people in addressing domestic and family violence.

It is important to reiterate that there is no single Aboriginal or Torres Strait Islander culture or group, but numerous groupings, languages, kinships and tribes, many of which have varied ways of living. Furthermore, Aboriginal and Torres Strait Islander peoples may currently live in urban, rural or remote settings, in urbanised, traditional or other lifestyles, and frequently move between these ways of living.

The principle of self-determination presents one of the greatest opportunities to address and heal the violence experienced by Aboriginal and Torres Strait Islander people. Achieving self-determination involves ensuring that Aboriginal and Torres Strait Islander people have the opportunity to genuinely participate in the design and implementation of initiatives seeking to address violence, particularly when these initiatives directly affect them as individuals, families and communities.

This theme is not new. It has been present in the recommendations of reports ranging from the Royal Commission into Aboriginal Deaths in Custody (1987), the Bringing Them Home report (1997) and more recent texts such as reports of the Victorian Royal Commission into Family Violence, the Royal Commission into the Protection and Detention of Children in the Northern Territory (2016), and Queensland's Domestic and Family Violence Death Review and Advisory Board 2016–17 Annual Report.

An approach to domestic and family violence based around self-determination is different from working to adjust mainstream programs to meet the cultural needs of Indigenous people, which risks presenting those needs as a secondary priority that is addressed as an afterthought. Rather, an approach based on the principle of self-determination involves recognising the strengths, protocols and ways of knowing and existing that are part of the cultures of Australia's Indigenous peoples. This knowledge could significantly and productively contribute to addressing the current crisis of violence being experienced by Aboriginal and Torres Strait Islander individuals, families and communities.

There is evidence that mainstream services have struggled to meet the needs of Aboriginal and Torres Strait

Islander communities for a variety of reasons, most notably reduced levels of cultural competence and safety and responsiveness. While it is acknowledged that there are also Aboriginal and Torres Strait Islander community-controlled organisations that have struggled to be effective and responsive to their communities' needs, when it comes to violence, it remains my view that these organisations are best positioned to meet the needs of their communities. It is challenging for Aboriginal and Torres Strait Islander professionals to deliver family and domestic violence services to their communities when they themselves require healing. My experiences, however, suggest that there is a uniqueness that presents opportunities. Initially, I suggest that when it comes to the relevance and importance of 'culture', much of this can only be delivered by Indigenous people for Indigenous people.

A range of strategies could be employed to move towards an approach that supports increased self-determination. These might include supporting Indigenous professionals working in the space of domestic and family violence to gain formal qualifications, rather than providing mere access to training. There are indications that dedicated initiatives should also encourage the ongoing self-care and healing of these professionals as a standard and mandatory practice requirement. Further, there are indications that initiatives focused on the capacity building of services should be enhanced and extended to enhance the empowerment and capacity within the wider families and communities towards addressing violence. These initiatives need to be inclusive, genuine and respectful, culturally safe and responsive, as this will encourage self-determination.

When seeking opportunities to address the violence as demonstrated and experienced by Aboriginal and Torres Strait Islander people with a focus on self-determination, it is difficult not to be drawn to the statistics around the incarceration rates for Aboriginal and Torres Strait Islander people and the need for approaches that address this problem. This is a challenging area. It is widely recognised that the application of alternative approaches such as restorative justice to areas of Indigenous justice or domestic and family violence is potentially problematic. Nevertheless, there is strong support among Indigenous people for alternative approaches to the current criminal justice system interventions—either in terms of modifying and strengthening those approaches or in the consideration of new approaches outside of traditional criminal justice interventions.

Exploring these alternate ideas could create opportunities for an enhanced focus on holistic community healing and the restoration of family cohesion, effectively counteracting the impacts and perpetuation of transgenerational trauma.

Edward Mosby

Logan visit

On Wednesday 18 October 2017, the Council visited Logan to meet with agencies and stakeholders involved in the local response to domestic and family violence, including the Logan-Beenleigh integrated service response trial.

The city of Logan is located south of Brisbane and forms part of the Greater Brisbane metropolitan area. The area was originally inhabited by Aboriginal people from the Yagara and Yugambeh language groups.

In the 2016 Census, Logan had an estimated population of 313,785, of which an estimated 3.2 per cent identified as Aboriginal or Torres Strait Islander, 27 per cent was born overseas and 16 per cent spoke a language other than English¹.

In 2016–17, the Logan Police District had a rate of 628 breaches of domestic violence orders per 100,000 persons, which is above the state average of 524 per 100,000 persons, and an increase from 609 breaches per 100,000 persons in 2015–16². This is significantly lower than districts such as Mount Isa (2414 per 100,000) and Townsville (1042 per 100,000) but higher than surrounding districts in South East Queensland, such as the Gold Coast (417 per 100,000), North Brisbane (249 per 100,000) and South Brisbane (268 per 100,000). The rate is roughly comparable to Wide Bay Burnett (639 per 100,000), Ipswich (642 per 100,000), and Mackay (662 per 100,000).

The Logan Police District recorded 22 offences of ‘strangulation in a domestic setting’ per 100,000 persons during 2016–17, slightly above the state average of 21 offences per 100,000 persons³.

In the audit of domestic and family violence services conducted in response to **recommendation 71** of the *Not Now, Not Ever* report, Logan formed part of the South East Queensland region, which also includes eleven other local government areas, including Brisbane,

Gold Coast, Ipswich, Lockyer Valley, Moreton Bay, Sunshine Coast, Redland and the Sunshine Coast. The South East Queensland region was found to have 54 domestic and family violence services⁴.

The audit of services analysed the extent to which funding allocated to different parts of the state aligned with demand for domestic and family violence services. This analysis found that the South East Queensland region had the equal third lowest gap between supply and demand for domestic and family violence services, of the 12 regions analysed in the state⁵.

As Logan is only one of 12 local government areas in the South East Queensland region, care must be taken interpreting these figures in relation to Logan. It should also be recognised that the audit of services is a snapshot of service levels in the 2014–15 financial year, and thus does not capture the roll-out of additional funding and services that has occurred since that time.

During its visit to Logan, members of the Council participated in a program of meetings with representatives of more than 25 local organisations and agencies, including:

- **The R4Respect Program** – a YFS Ltd program based around youth ambassadors from Logan who are working to role model and promote respectful relationships and prevent anti-social behaviour among other young people in the community.
- **Not Now, Not Ever in Logan** – a collaboration between the Logan City Council, YFS Ltd and other community leaders in Logan that promotes grassroots action in the Logan community to address domestic and family violence.
- **The Logan Hospital Health Justice Partnership** – an initiative that locates a Women’s Legal Service lawyer within the Logan Hospital to provide free legal advice to victims of domestic and family violence admitted to hospital.

1 Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016, retrieved from profile.id.com.au/logan/highlights-2016 on 13 November 2017

2 Queensland Police Service Annual Statistical Review 2016–17, p. 26

3 Ibid, p.26

4 KPMG Domestic and Family Violence Services Audit Final Report 2016, p.39

5 Ibid, p.15



Domestic and Family Violence Implementation Council members during their meeting in Logan.

- **The 99 Steps Program** – an Access Community Services initiative to support culturally and linguistically diverse members of the Logan community impacted by domestic and family violence.
- **Aboriginal and Torres Strait Islander community representatives** – community members and organisations working to support Aboriginal and Torres Strait Islander people impacted by domestic and family violence in Logan.
- **The Logan-Beenleigh high risk team** – the first of eight multi-agency high risk teams that deliver an integrated response to victims and their children assessed to be at high risk of serious harm or death, established as part of the Logan-Beenleigh integrated service response trial.

The Council's visit to Logan provided many insights into the delivery of responses to domestic and family violence at a local level. As with its previous regional visits, the Council was impressed by and acknowledges the contribution of the many frontline workers who work tirelessly to deliver outcomes to those affected by domestic and family violence. The efforts of these services and individuals have developed the foundations upon which the current reform process is built.

As the site of the first of the flagship integrated service response trials operationalised under the domestic and family violence reforms, the Logan community has benefitted from an investment in a strengthened service response, which has brought together a range of support organisations. It was apparent to the Council that agencies involved in the high risk team, and the integrated service response trial more broadly, have developed

close working relationships that have enhanced mutual understanding and cooperation to the benefit of the community members they serve.

Responses to the needs of specific members of the community, including the culturally and linguistically diverse population and the Aboriginal and Torres Strait Islander community, are also being strengthened through current initiatives. The Health Justice Partnership has also provided a valuable service through providing referrals to a Women's Legal Service Lawyer directly from the Emergency Department and other areas of Logan Hospital.

The Logan community response and the R4Respect program are also modelling the contribution the community can make to the broader process of cultural change. The R4Respect youth ambassadors perform a particularly valuable role in modelling positive behaviours to their peers, communicating in a language and through means appropriate to young people.



R4Respect Youth Ambassadors, who lead an education and prevention strategy in Logan and surrounds to prevent anti-social behaviour and violence.

R4Respect Youth Ambassadors

In our mission to combat harmful attitudes that perpetuate violence against women, the R4Respect team has increased its presence within high schools and the wider community.

The R4Respect Program reached approximately 5000 young people from July 2016 to June 2017 through workshops and community events. R4Respect has also been invited to speak at various government and corporate events held across 2017 including the national No Harm Conference in Brisbane, the National Youth Week for Cyber Safety, Maurice Blackburn Lawyers Community and Diversity Dinner as well as the Queensland Government's White Ribbon Day Breakfast.

Another major success for R4Respect this year was the release of the 'Don't Be a Bad Apple' video series in partnership with the Griffith University Film School, where multiple animations were developed to tackle issues surrounding consent and respect. This series challenges young peoples' attitudes, reaching a total 432,961 people online whilst being utilised as a valuable resource for R4Respect's in-school workshop program in 2017.

This October, R4Respect collaborated with PCYC and the Queensland Police Service in delivering a five-week workshop series on Sexting and Cyber Safety to Year 9 students, whilst also commencing a two-week Intervention Program with Year 9 boys at Marsden State High School.

Overall, R4Respect has had a very positive and productive year in challenging harmful behaviour and we look forward to building on this success moving into 2018.

Rachel Pascua

R4Respect Youth Ambassador at YFS Ltd

Logan-Beenleigh high risk team

The Logan-Beenleigh high risk team conducts bi-weekly meetings to engage in multi-agency complex risk assessment and safety management in relation to high risk domestic and family violence cases.

The high risk team core members communicate and coordinate responses and information sharing on a daily basis. It consists of officers from all agencies with a role in keeping victims safe and holding perpetrators to account, including the Queensland Police Service, Department of Justice and Attorney-General including Youth Justice, Courts and Queensland Corrective Services, Child Safety Services, Queensland Health, Housing, and Victim Assist Queensland as well as the Working Against Violence Support Service Inc. (WAVSS) and Centacare as the partnered lead non-government agency. The Department of Aboriginal and Torres Strait Islander Partnerships provides support to the high risk team and integrated service response.

During the Council's visit to Logan, high risk team members demonstrated how the model operates including advancements in information sharing facilitated by legislative amendments and the central ICT platform for high risk cases, and standardised responses in line with the common risk and safety framework.

The Logan-Beenleigh high risk team has experienced challenges along the way, however, despite these challenges, team members have worked to find solutions to ensure identified barriers were overcome and the trial did not lose focus on its community members. The trial has also highlighted the importance of focus on community members who experience additional priority needs such as Aboriginal and Torres Strait Islander people, the LGBTIQ population, the culturally and linguistically diverse community and people with disability.

The Logan-Beenleigh high risk team also acknowledges the importance of the broader integrated service response, which allows partnerships to identify service delivery gaps and work together to close them.

Logan Hospital Health Justice Partnership

The Health Justice Partnership is a Logan Hospital and Women's Legal Service partnership pilot aimed at improving health, legal and safety outcomes for female patients and female carers of patients who have been affected by domestic and family violence.

Health services are key settings for routine enquiry and early intervention in relation to domestic and family violence and associated legal needs. The co-location of a solicitor provides free and easy access to legal advice that patients may not otherwise pursue. In addition to free legal services, the Health Justice Solicitor works to develop and refine referral pathways for patients to access legal services and develop and/or customise community legal education for health professionals that will complement existing domestic violence initiatives.

Following the success of the pilot, the initiative is being implemented within other hospitals of Metro South Hospital and Health Service. The pilot is also the focus of a research project involving Logan Hospital, Women's Legal Service, and the Queensland University of Technology.

The work of the Health Justice Partnership is complemented by a range of other initiatives being pursued by Logan Hospital to better identify and respond to domestic and family violence, including participation in the Logan-Beenleigh high risk team.

The Health staff member on the high risk team is located in the Social Work Department and is responsible for providing health-specific information and consultation at the domestic and family violence high risk team. They also represent and liaise with all health services in the Logan and Beaudesert area when providing services to families experiencing domestic and family violence.

In addition, the roll-out of domestic and family violence training means that newly employed health service employees are provided with introductory information on domestic and family violence. Health professionals working in Maternity Services, Emergency Department, Child Health, Paediatrics, Allied Health, Mental Health, Alcohol and Other Drugs Service and Aboriginal and Torres Strait Islander and Multicultural Services are required to complete the training within six months of commencement, with a refresher course required to be undertaken every three years.



The 99 Steps team with members of the Domestic and Family Violence Implementation Council during the Council's visit to Logan in October 2017.

99 Steps – Logan response to domestic and family violence in culturally and linguistically diverse communities

The 99 Steps program aims to improve pathways for women from culturally and linguistically diverse (CALD) backgrounds to access domestic and family violence support services. The program is an active member of the Logan-Beenleigh integrated service response and promotes sector collaboration to assist women from CALD backgrounds to navigate support systems, re-engage with the local community and participate socially and economically on their pathway to independence.

99 Steps provides a range of direct services with a particular focus on addressing the gaps that exist for many women from CALD backgrounds who are affected by domestic and family violence. This includes culturally tailored case work and counselling and legal support services. Direct service provision is informed and supported by research and resource development by Access and collaborative partners.

We are embedded in the gateway community hub, which along with other community hubs, acts as a 'soft' entry point for families accessing the wide range of activities and services on offer.

Kathryn Rendell
Manager, 99 Steps

Implementation progress

Progress to date

Progress as at 30 November 2016

The Council's last report noted that, as at 30 November 2016, of the 121 recommendations directed at the Queensland Government:

- 46 recommendations and six enabling actions had been completed
- 71 recommendations and 17 enabling actions had commenced
- four recommendations had been scheduled to be implemented at a later stage of the current action plan.

The report also noted that, of the 19 recommendations directed at entities other than the Queensland Government:

- four non-government recommendations had been completed
- 13 non-government recommendations had commenced
- two non-government recommendations were yet to commence.

Progress as at 30 November 2017

As at 30 November 2017, of the 121 recommendations directed at the Queensland Government:

- 85 recommendations and 10 enabling actions have been completed
- 36 recommendations and 13 enabling actions have commenced.

In relation to the 19 recommendations directed at entities other than the Queensland Government, based on the information provided by the relevant organisations, the Council's assessment is that:

- 10 non-government recommendations have been completed
- seven non-government recommendations have commenced
- two non-government recommendations are yet to commence.

This reflects the completion over the previous 12 months of an additional 39 government and six non-government recommendations and four enabling actions.

Implementation of all government-led recommendations has now commenced.

Implementation progress is discussed below in relation to the implementation of *Not Now, Not Ever* report recommendations relating to:

- Framework for change (recommendations 1 to 8)
- Culture and attitudes (recommendations 10 to 70)
- Service delivery (recommendations 9 and 71 to 89)
- Law and justice framework (recommendation 90 to 140).

Framework for change

Recommendations 1 to 8 of the *Not Now, Not Ever* report establish the framework to guide implementation of Queensland's domestic and family violence reform program. In the past 12 months, a further three of these recommendations have been completed, bringing the total number of completed recommendations to seven, with one recommendation remaining.

Overview

Recommendations 1 to 8 of the *Not Now, Not Ever* report include recommendations to:

- develop a domestic and family violence prevention strategy, implementation plan and evaluation framework
- establish an audit oversight body and death review board.

Implementation status

As at 30 November 2016

- four recommendations completed
- four recommendations commenced

As at 30 November 2017

- seven recommendations completed
- one recommendation commenced

Recommendation 2 relates to the development of an implementation plan for the recommendations of the *Not Now, Not Ever* report and the Domestic and Family Violence Prevention Strategy. This recommendation has been completed with the establishment of a process to implement the report and strategy through four action plans, with each plan building on the outcomes and evaluations of the previous action plan. The current, Second Action Plan covers the period 2016–17 to 2018–19, with two successive plans scheduled to cover the remaining period of the ten-year Domestic and Family Violence Prevention Strategy.

To ensure independent oversight of the reform process, **recommendation 3** called for the establishment and operation of an advocacy and oversight body reporting to the Premier on implementation progress and the Queensland community's response to domestic and family violence issues. The Council has been established to perform this role. With the frequency of Council's reporting having been reviewed and a shift to ongoing annual reporting confirmed, the implementation of this recommendation has been completed.

Recommendation 4, requiring the Council's reports to be tabled in Parliament, remains ongoing. All previous Council reports have been tabled in Parliament, and this process will continue for future reports, in accordance with this recommendation and the Council's terms of reference.

A detailed evaluation framework for the implementation of the *Not Now, Not Ever* report recommendations and the Domestic and Family Violence Prevention Strategy has been developed, in accordance with **recommendation 5**. The Institute for Social Science Research at The University of Queensland has led the development of the *Evaluation Framework for the Domestic and Family Violence Prevention Strategy*, identifying a range of components that will be used to assess the efficacy of the reform program, including:

- structured reviews of the action plans under the Domestic and Family Violence Prevention Strategy
- flagship evaluations of key reform initiatives, such as the engagement and communication strategy, the specialist court model and integrated service response trials
- regular reporting on high level indicators
- capacity building.

Domestic and Family Violence Death Review and Advisory Board

Established in response to **recommendation 8** of the *Not Now, Not Ever* report, the Domestic and Family Violence Death Review and Advisory Board has responsibility for undertaking systemic reviews of domestic and family violence deaths in Queensland, identifying common systemic failures, gaps or issues, and making recommendations to improve systems, practices and procedures that aim to prevent future domestic and family violence deaths.

In accordance with **recommendation 8**, the Board reports to the Council on a six-monthly basis on its findings and recommendations. Reports from the Board were provided to the Council at its meetings in May and November 2017.

The Board is made up of 12 members, including non-government domestic and family violence experts and representatives from key government agencies involved in the domestic and family violence response. It is chaired by the State Coroner, Mr Terry Ryan, and is supported by the Domestic and Family Violence Death Review Unit of the Coroners Court of Queensland. Council members Associate Professor Kathleen Baird and Ms Natalie Parker are both members of the Board, with Associate Professor Baird serving as Deputy Chair.

During its first year of operation, the Board conducted systemic reviews of 27 cases involving 29 deaths. These deaths occurred between 2011 and 2016. Based on these reviews, the Board made findings and recommendations that aim to complement and enhance the current reforms associated with the *Not Now, Not Ever* report.

These findings and the Board's 21 recommendations are collected in its annual report for 2016–17, which was tabled in Parliament in November 2017. The report's recommendations aim to improve service accessibility, availability and responsiveness, and address identified areas of concern. Key issues identified by the Board in its first year include the need for greater recognition and awareness of underlying indicators of harm such as non-lethal strangulation or extreme possessiveness, as well as periods of heightened risk such as during an actual or pending separation.

The Board has also called for a change in responses to family violence within Aboriginal and Torres Strait Islander families and communities in recognition of the disproportionate impact this has on the health and well-being of individuals, families and communities. The Board has recommended development of a specific Aboriginal and Torres Strait Islander family violence strategy to be led and implemented by Elders and the community.



**Personal observations
– Associate Professor
Kathleen Baird,
Council member**

**and Deputy Chair of Domestic and Family
Violence Death Review and Advisory Board**

It has been an honour to have been appointed to the role of Deputy Chair of the Domestic and Family Violence Death Review and Advisory Board. I have valued the opportunity to learn more about the complexities of responding to domestic and family violence within our society. I have valued the immense work and professionalism of the Domestic and Family Violence Death Review Unit. Indeed, the Board would never be able to review the wealth of quantitative data regarding the 29 deaths between 2011 and 2016 without their support and help.

The review of each individual case has been emotionally challenging, and I have greatly valued and appreciated the opportunity to participate in discussions with fellow members of the Board where we have, through collective learning, been able to identify a number of key themes and concerns as well as a number of priorities for moving forward into the future. In all but one of the cases reviewed by the Board, the victims and perpetrators had contact with a variety of specialist services prior to their deaths.

I am very mindful of the responsibility that we have to learn from the unfortunate deaths that have gone before us and will continue to strive to improve the overall integrated systems response to domestic and family violence.

Most importantly, the Board will take the knowledge learnt from the cases to make recommendations in an

attempt to enhance existing programs of work and address identified systematic gaps.

In total, the Board made 21 recommendations for consideration centred around the key themes of: suicide risk screening in specialist services; strengthening our systems responses; earlier detection and targeted interventions; and, a call for overall change in responding to family violence impacting Aboriginal and Torres Strait Islander families and communities.

I would like to take this opportunity to thank the secretariat and Chair of the Board, Coroner Terry Ryan, for the support they have provided to the Board, as well as a special mention to my fellow Board members for the dedication and the commitment they have shown over the last 12 months.

Finally, in the words of the Board, ‘we will honour the voices of those who have lost their lives to domestic and family violence, and extend our sympathies to the loved ones who are left behind, their lives forever changed by their loss. Our efforts remain with ensuring that domestic and family violence deaths do not go unnoticed, unexamined or forgotten.’

Associate Professor Kathleen Baird

Measuring progress

At the close of 2017, the key aspects of the reform program's framework for change have been established and are operational.

The Domestic and Family Violence Prevention Strategy is being delivered, with the Second Action Plan setting the course for ongoing implementation of *Not Now, Not Ever* report recommendations and additional enabling actions. Future action plans will focus on embedding the reforms and cultural change throughout the community.

The Council, established to provide oversight and advocacy for the implementation process, has been operating for two years and has undertaken detailed scrutiny of the key areas of the state's domestic and family violence response. Queensland Government agencies and the key sectors responsible for Queensland's response to domestic and family violence continue to show a high level of engagement with the reform process and the issue generally.

The most recent 12 month reporting period has seen significant progress in relation to two other key elements of the framework for change.

Firstly, the *Evaluation Framework for the Domestic and Family Violence Prevention Strategy*, which was identified as a key outstanding element of the framework for change in the Council's last report, has been completed. The evaluation framework will offer key insights into the effectiveness of reforms already implemented and ensure future reform activities are informed by a comprehensive evidence base.

Secondly, the Domestic and Family Violence Death Review and Advisory Board has completed its first

year of operation, with its first annual report tabled in Parliament in November 2017. The annual report offers sophisticated insights, grounded in thorough research, into the way existing systems interact with people affected by domestic and family violence, and the scope that exists to improve these responses.

This is a challenging role. Members of the Board grapple with the tragic circumstances surrounding domestic and family violence deaths, analysing cases with a view to identifying systemic changes that can prevent future deaths. Its ongoing analysis will be a valuable resource into the future.

Looking to the future, the implementation of the evaluation framework will deliver crucial insights into the effectiveness of the reform program. While the critical governance and strategic measures to enable and support implementation of these major reforms are now in place, work remains to complete the structural reforms to cultural, service and legal responses to domestic and family violence.

Key achievements:

- Finalisation of *Evaluation Framework for the Domestic and Family Violence Prevention Strategy* (recommendation 5)
- Release of Domestic and Family Violence Death Review and Advisory Board 2016–17 annual report (recommendation 8)

Areas for future focus

- Implementation of *Evaluation Framework for the Domestic and Family Violence Prevention Strategy* (recommendation 5)

Culture and attitudes

Recommendations 10 to 70 of the *Not Now, Not Ever* report provide for a range of initiatives aimed at eliminating domestic and family violence by driving cultural change in the Queensland community. Of these recommendations, 52 were directed at the Queensland Government and nine were directed at non-government organisations.

In the past 12 months, 26 government-led recommendations have been completed, bringing the total number of government-led recommendations completed to 44, with implementation of a further eight recommendations ongoing.

Overview

Recommendations 10 to 70 of the *Not Now, Not Ever* report include recommendations to:

- develop a communication strategy
- deliver school-based respectful relationships education programs
- implement workplace support measures
- strengthen health sector responses

Implementation status

As at 30 November 2016

- 18 recommendations completed
- 31 recommendations commenced
- three recommendations scheduled to commence at a later stage of the current action plan
- nine recommendations directed at non-government organisations (seven commenced and two not commenced)

As at 30 November 2017

- 44 recommendations completed
- eight recommendations commenced
- nine recommendations directed at non-government organisations (seven commenced and two not commenced)

Disability and elder abuse

The *Not Now, Not Ever* report acknowledged that domestic and family violence is experienced differently by different parts of the community, and that a one-size-fits-all response will not meet the needs of all community members. Accordingly, the report called for additional reviews, one into the impact of domestic and family violence on people with disability, and another into

the prevalence and characteristics of elder abuse (**recommendations 10 and 11**). These two reviews were completed in 2017.

People With Disability Australia was commissioned to undertake a review of the impact of domestic and family violence on people with disability (**recommendation 10**), and worked with the Department of Communities, Child Safety and Disability Services to finalise the report. Enhancing domestic and family violence service responses for people with disability was an area of focus for the Council during 2017, and is discussed subsequently in this report.

Curtin University was commissioned to undertake a review of the prevalence and characteristics of elder abuse and the Queensland Government Statistician's Office has undertaken a review of Queensland Government data sets relating to elder abuse (**recommendation 11**). These reviews will inform ongoing campaigns in relation to elder abuse (**recommendation 12**) and representations to the Australian Government regarding funding for carers of elderly people (**recommendation 13**).

Engagement and communication strategy

The *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026* has been finalised and sets the framework for effecting cultural change in attitudes towards domestic and family violence (**recommendations 16, 18, 20, 21**). The engagement and communication strategy includes provision for evaluations (**recommendation 17**), specific campaigns on elder abuse (**recommendation 12**), awareness of domestic and family violence within the LGBTIQ community (**recommendation 14**) and the use of high profile role models, including male role models, to raise awareness of domestic and family violence (**recommendation 30**).

The Stop the Hurting – End Domestic Violence campaign featuring Australian hip-hop artist Illy was delivered in 2017 as the first major campaign under the engagement and communication strategy.

The *Domestic and Family Violence Media Guide*, designed to support sensitive reporting on domestic and family violence matters by media organisations and journalists was also completed and released in 2017 (**recommendation 70**).



Meet and greet event with Illy.

Stop the Hurting – End Domestic Violence

Changing community attitudes and behaviours towards domestic and family violence is pivotal to the Queensland Government’s program of work in response to the *Not Now, Not Ever* report.

Research has shown that early adulthood is a life stage involving particular vulnerability to violence for both young men and women. It is also a time when prospects for prevention are particularly strong.



In-studio recording experience.

With long-term generational change needed the Queensland Government developed the Stop the Hurting – End Domestic Violence communication campaign targeting young Queenslanders. Running from June to September 2017, the campaign aimed to raise youth awareness about domestic and family violence and remove the sense of ‘shame’ associated with domestic and family violence.

Co-design workshops with Indigenous and non-Indigenous youth and pre-campaign research identified music as a powerful way to engage with young people. Stop the Hurting tapped into this opportunity, inviting young Queenslanders to participate in a music competition with ARIA award-winning hip hop artist Illy. Youth were encouraged to write lyrics on the topic of domestic and family violence for the chance to meet Illy for a studio recording experience and to feature in the final version of his campaign song ‘Back Around’.

A range of targeted advertising channels were used to promote the competition and build awareness, including television and cinema, outdoor advertising, digital and social media, and a dedicated website.



You're the Voice performance at 2017 Queensland Music Festival. Photo courtesy of Rob Maccoll.

You're the Voice

On 29 July 2017, the *You're the Voice* concert was held as the finale to the 2017 Queensland Music Festival. The aim of the event was to raise awareness of domestic and family violence.

The concert featured a surprise appearance by John Farnham, with the Queensland Music Festival's Artistic Director Katie Noonan, Kate Ceberano, Isaiah Firebrace and approximately 2500 choir members from across Queensland and interstate. The choral finale was produced by Jonathon Welch AM, of the Choir of Hard Knocks, and was attended by more than 15,000 people at the South Bank Piazza in Brisbane and live-streamed around Australia.

Proceeds of the sale of the charity single produced in conjunction with the event were directed to DVConnect in support of emergency accommodation for families with teenagers. Choristers dressed in a yellow scarf, with donations provided to the Alison Baden-Clay Foundation and the Luke Batty Foundation.

However, beyond fundraising contributions, the event had a powerful impact in drawing community attention to the issue of domestic and family violence. The Artistic Director of the Queensland Music Festival, Katie Noonan, was instrumental in conceiving and delivering the concert as a way of raising awareness of domestic and family violence and highlighting the role of the broader community in addressing it, harnessing music as a powerful tool for discussion of social issues.

Domestic and Family Violence Media Guide

In October 2017, the Queensland Government released the *Domestic and Family Violence Media Guide*.

Developed in response to **recommendation 70** of the *Not Now, Not Ever* report and launched at the inaugural Women in Media Conference, the guide is an important resource to support journalists and editors who report on domestic and family violence incidents in Queensland.

Engagement with both the domestic and family violence service sector and Queensland media outlets was critical to the development of the guide. An advisory panel was established to bring together representatives from frontline services, academia and key government agencies to discuss and collate ideas on potential content for a Queensland-focused guide.

The media engagement that followed was conducted over a three-month period and generated considerable interest. More than 50 media representatives from 35 media outlets around the state participated in the project and shared their insights on the challenges and complexities of reporting on domestic and family violence. This consultation process highlighted the growing prominence of domestic and family violence as a societal issue and the desire from survivors and the broader public for domestic and family violence stories to be told.

Feedback from both sectors helped inform the guide content and format, resulting in an online tool that journalists and editors can refer to for statistics, local sources of information, legal and language considerations.

More broadly, the guide recognises the influential role media plays in raising awareness and shaping community attitudes around domestic and family violence. It highlights some of the key issues we still face in changing community attitudes and seeks the media's ongoing support in tackling these issues.

Importantly, the guide aims to help journalists and editors report on issues of domestic and family violence without sensationalising the topic or causing further trauma to victims and their families. The guide is available online on the Queensland Government's End Domestic and Family Violence website at www.qld.gov.au/DFVmediaguide



Schools

The implementation of respectful relationships programs within Queensland schools was an important component of the *Not Now, Not Ever* report's recommendations regarding attitudes towards domestic and family violence (**recommendations 24 to 29**). The Council examined this program of work at one of its first meetings, in February 2016, including implementation of programs within non-state schools.

Following development of the Prep to Year 12 Respectful relationships education program and provision of access to curriculum materials to non-state schools, roll-out of programs in state schools is to be monitored through a number of measures embedded through school strategic and annual reporting processes (**recommendation 29**).

The non-government school sector has also pursued the implementation of domestic and family violence supports and respectful relationships education in its schools (**recommendations 27 and 28**).

In the past 12 months, Independent Schools Queensland, the peak body for non-Catholic independent schools, continued to provide respectful relationships resources for use by its member schools. It has also provided domestic and family violence workplace training for staff, participated in the Queensland Government's Stop the Hurting – End Domestic Violence youth campaign, and released disclosure guidelines that support school staff to manage domestic and family violence disclosures by students.

The Queensland Catholic Education Commission (QCEC), the peak body for Catholic schools, and the Catholic education sector have been similarly active. QCEC has continued to provide and promote resources that support domestic and family violence awareness and resources to be used for respectful relationships education in Catholic schools, and has continued its representation on the Commonwealth Respectful Relationships Working Group.

Catholic school authorities have undertaken a range of activities, including participation in awareness-raising activities such as the Darkness to Daylight Challenge, providing domestic and family violence training for staff, forging relationships with local domestic and family violence services and the active promotion of domestic violence leave. Finally, Catholic schools themselves have continued to deliver respectful relationships education, including the *Love Bites* program and resources developed and made available by the Department of Education and Training.

The Council has identified education as a priority area for examination of implementation progress, and is pursuing further discussions with state and non-state school education representatives regarding progress in delivering respectful relationships programs in Queensland schools during 2018.

Workplace reforms

Further progress has occurred in relation to workplace responses to domestic and family violence. Amendments to the *Industrial Relations Act 2016* came into force in 2017, providing a legislative basis for domestic and family violence leave for Queensland public sector employees (**recommendation 33**), provision for 10 days of such leave per year (**recommendation 34**) and unfair dismissal provisions to protect employees who are victims of domestic and family violence (**recommendation 35**). Queensland also continued to advocate for the introduction of national domestic and family violence leave to be included in the National Employment Standards (**recommendation 36**).

The Queensland Government has undertaken a number of other measures to support the development of workplaces that are adapted to educate the workforce in relation to domestic and family violence and support employees impacted by violence (**recommendations 31 and 37**). A range of strategies and resources have been implemented, including:

- [Domestic and Family Violence Workplace Support Package, including a whole-of-government domestic and family violence directive](#)
- [Queensland Public Sector Inclusion and Diversity Strategy 2015–2020](#)
- [Queensland Public Sector Gender Equity Strategy 2015–2020](#)
- [Agency diversity targets, including 50/50 women in leadership by 2020](#)
- [Constructive Workplace Cultures high level framework.](#)

All Queensland Government departments have implemented policies regarding support for employees affected by domestic and family violence, and have provided access to the e-learning program developed in consultation with Australia's CEO Challenge, *Recognise, Respond, Refer* (**recommendation 32**). The Queensland public sector's commitment to workplace action was further evidenced by the White Ribbon Australia workplace accreditation of 13 Queensland Government agencies in November 2017, in addition to the three agencies that have previously obtained accreditation.



White Ribbon co-founder, Michael Opio (far left) and Queensland Government leaders at the White Ribbon Australia workplace accreditation ceremony.

White Ribbon Australia Workplace Accreditation

The Queensland Government, as the largest employer in Queensland, is partnering with business, local government and non-government organisations to deliver on workplace-related recommendations of the *Not Now, Not Ever* report (**recommendations 31 to 44**) to make a difference to how domestic and family violence is addressed in Queensland workplaces.

Under the Second Action Plan of the Domestic and Family Violence Prevention Strategy, the Queensland Government is committed to a multi-agency approach to the White Ribbon Australia workplace accreditation program to drive workplace cultural change.

On 23 November 2017, 13 additional Queensland Government agencies were awarded White Ribbon Australia workplace accreditation, becoming White Ribbon workplaces. This takes the total up to 16 accredited agencies across the public sector. The accreditation recognises the Queensland Government's commitment to preventing domestic and family violence, supporting affected employees, and promoting safe and respectful workplace cultures.

The process of becoming White Ribbon Australia accredited workplaces has seen organisational capability enhanced in participating agencies with actions including:

- increased employee awareness of support options for affected employees, including those experiencing violence, those using violence, carers, and bystanders

- widespread training of employees on what it means to work in a respectful, safe, supportive and equitable workplace
- improvement in domestic and family violence workplace policies and procedures, and related communications, and
- design and release of resources to support managers and human resources professionals to improve employee safety and respond to those who use or may use violence and abuse.

The Queensland Government's *Working for Queensland* employee opinion survey results for 2017 show there has been an average 10 per cent increase in employee awareness of domestic and family violence workplace policies across the 13 agencies participating in White Ribbon Australia workplace accreditation, and more broadly, that a large majority of public sector employees are confident in responding appropriately to domestic and family violence.

Driving continuous improvement through external accreditation programs, and measuring employees' awareness of domestic and family violence and confidence in responding appropriately, represent key indicators of progress in Queensland's workplace reform agenda.

The Queensland Government is continuing its commitment to leading change in Queensland workplaces by modelling respectful, safe, supportive and equitable workplace cultures and implementing policies and programs to ensure employees affected by domestic and family violence receive the support they need.



The 2017 CEO Race Presentation – L – R: Janine Gardner (ACEOC Events and Fundraising Coordinator), Jacque Lachmund (ACEOC CEO), Neil Scales (Director-General, Department of Transport and Main Roads), Kate Richards (Chief Information Office, Department of Science, Information Technology and Innovation), Chris Mills (Managing Director, Strategenics), Colin Basinger (State Director QLD, Optus).

Australia's CEO Challenge

Reflecting the important role that workplaces can play in addressing domestic and family violence, **recommendation 48** of the *Not Now, Not Ever* report called for businesses and non-government organisations to sign up to Australia's CEO Challenge, an organisation dedicated to supporting workplaces address domestic and family violence.

In the past 12 months, Australia's CEO Challenge has continued to work with the corporate sector to address domestic and family violence. Between December 2016 and 30 November 2017, its facilitators delivered more than 987 hours of workplace training to 13 government agencies and 11 private organisations, reaching more than 7100 participants. It also launched a new and improved updated online learning package.

One of the activities of Australia's CEO Challenge involves brokering partnerships between corporate organisations with domestic and family violence

services. At the end of November 2017, 14 such partnerships have been established.

Australia's CEO Challenge also holds two major awareness raising and fundraising events each year. The first of these is the Darkness to Daylight Challenge, an overnight running and walking event held at the start of Queensland's Domestic and Family Violence Prevention Month. More than 2100 walkers and runners participated in the 2017 event, in the 110km, 10km and 3km courses with the event raising a total of \$148,945.

The second major event is the CEO Race, which unites business leaders in raising awareness and funds over a six-month period, commencing during Queensland's Domestic Violence and Prevention Month and ending in November on White Ribbon Day. Five leaders participated in the CEO Race raising more than \$99,000 collectively.

The Queensland Government has also engaged with the Local Government Association of Queensland (**recommendation 40**) and businesses and non-government organisations (**recommendations 41 and 45 to 47**) to support the broader adoption of these measures.

The implementation of the Queensland Government's workplace response to domestic and family violence will be the subject of a flagship evaluation under the domestic and family violence reform program's evaluation framework during 2018.

Recommendations 45 to 48 of the *Not Now, Not Ever* report are directed at the business and non-government sectors at large, calling on businesses and non-government organisations to recognise the social and economic impacts of domestic and family violence, and take measures to implement domestic and family violence awareness and support in their workplaces.

Many Queensland businesses are supporting their workplaces to develop their awareness and understanding of domestic and family violence, support affected employees and influence cultural change. Examples include Rio Tinto, Virgin Australia, AGL, PwC, MinterEllison, Thiess, GHD, RACQ, Unity Water, Bank of Queensland, Heritage Bank, Cardno, Optus and DP World.

Health

A number of key initiatives relating to the health sector were completed in 2017.

The toolkit of resources to support health sector employees responding to domestic and family violence had been developed and publicly released in 2016. This was complemented by the roll-out of a train-the-trainer program across the public and private health sectors in the first part of 2017 (**recommendations 52, 55, 56, 58**).

Delivered in 29 sites around the state to more than 400 practitioners from the public and private health systems, the training offers participants an understanding of how domestic and family violence impacts health clients, and guides health workers on how to sensitively and appropriately support clients impacted by violence. The toolkit includes a referral model that guides clinicians through the process of referring patients to specialist support services where necessary in line with **recommendation 59**.

The Department of Health has also received and responded to the review, commissioned in response to **recommendation 54** of the *Not Now, Not Ever* report, into domestic and family violence screening during antenatal care. To address the issues raised in the review, the Department of Health has committed to the development and implementation of a guideline that will support the consistent routine screening for domestic and family violence during antenatal care across the Queensland health sector.

A number of health-related recommendations are directed at professional bodies and non-Queensland Government health services. The past 12 months has seen continued activity by these organisations.

The Royal Australian College of General Practitioners (RACGP) has not updated its 'White Book' in line with **recommendation 50** of the *Not Now, Not Ever* report. However, it has continued to promote the use of the 'White Book' by General Practitioners through its conferences, national newsletters and webinars (**recommendation 51**) and partnered with the Commonwealth Department of Health to develop a national educational resource to support general practitioners working with families where violence is occurring. This professional development program was released in November 2017.

Primary health networks, which support the provision of primary health care services in seven regions around Queensland, have also supported the promotion of the 'White Book' and health sector engagement on domestic and family violence more generally.

While the Australian College of Midwives remains engaged in work to address domestic and family violence, it has not yet commenced development of a continuing professional development program on domestic and family violence screening for midwives, with funding remaining a constraint (**recommendation 57**).



Chair of the Council, Ms Kay McGrath OAM, addresses the Princess Alexandra Hospital's Second Domestic and Family Violence Social Forum.

Health initiatives

The health sector is a critical intervention point for people impacted by domestic and family violence. The most recent reporting period has seen the health sector continuing to build its capacity to recognise and effectively intervene to support people impacted by domestic and family violence.

The Council has previously identified the health sector as a priority area for implementation efforts. In September 2017, Council members met with senior representatives of the Department of Health, including the Director-General, to discuss its work in relation to domestic and family violence reform and were pleased to note that mechanisms are being put in place to ensure that the resources and training developed as part of the implementation of *Not Now, Not Ever* report recommendations are being embedded in the ongoing practices of Queensland's health sector.

Beyond the implementation of specific recommendations, the Council has noted engagement of the health sector in domestic and family violence related issues in a variety of forums. In 2017, Council members participated in the Princess Alexandra Hospital's Second Domestic and Family Violence Social Forum and the launch of the ANROWS WITH Study Exhibition at the Royal Brisbane and Women's Hospital that dealt with the issue of trauma-informed care in the health setting.

During its visit to Logan, Council members met with stakeholders involved in the Health Justice Partnership being delivered at Logan Hospital, and heard of the crucial role health representatives are playing in the Logan-Beenleigh integrated service response trial. The expansion of the Health Justice Partnership in the Metro South region was announced at the Princess Alexandra Hospital forum in August 2017.

Finally, a number of Queensland's Primary Health Networks and other health organisations have implemented initiatives to support better health sector engagement with people impacted by domestic and family violence. Initiatives undertaken include:

- A partnership between the Darling Downs and West Moreton Primary Health Network, the Domestic Violence Action Centre and University

of Southern Queensland that will deliver domestic and family violence education to general practitioners and other primary health professionals in May 2018.

- A range of initiatives developed and delivered by the Brisbane South Primary Health Network including:
 - delivery of the *Recognise, Respond, Refer* program to assist general practitioners to respond to domestic and family violence
 - the Psychological Therapies Program, which allows women and children impacted by violence to access psychology appointments to help them to manage their emotional wellbeing
 - incorporation of domestic and family violence education into all Maternity Shared Care Alignment training
 - development, in partnership with Metro South Health, of a Domestic and Family Violence Health Pathway for General Practice.
- Efforts by the Gold Coast Primary Health Network to promote domestic and family violence related resources, events and information through their publications.
- Work by CheckUP, which specialises in the provision of health services to rural and remote communities, to promote domestic and family violence health workforce training to its 170 outreach health care provider, and work to develop a Focused Psychology Skills training package (in partnership with the Darling Downs and West Moreton Primary Health Network), which includes domestic and family violence themed upskilling for general practitioners.

The commitment of Queensland hospitals and other health organisations to such initiatives is a positive reflection of the health sector's growing acknowledgement of the vital role it can play in addressing and responding to instances of domestic and family violence. These efforts should be acknowledged and encouraged in ensuring the health sector is fulfilling its potential as a crucial intervention point for addressing domestic and family violence.

Measuring progress

Foundational element 1: A significant shift in community attitudes and behaviours

Supporting outcomes:

1. Queenslanders take a zero tolerance approach to domestic and family violence.
2. Respectful relationships and non-violent behaviour are embedded in our community.
3. Queensland community, business, religious, sporting and all government leaders are taking action and working together.
4. Queensland's workplaces and workforce challenge attitudes contributing to violence and effectively support workers.

Progress against outcomes:

A significant shift in community attitudes and behaviours was identified as one of three key themes central to the vision for change articulated in the *Not Now, Not Ever* report. The recommendations of the *Not Now, Not Ever* report seek to effect this change through a combination of broad awareness-raising activities using mass communication channels, and reforms that build domestic and family violence capacity into key institutions, such as workplaces, schools, the health system and the media. While such change is notoriously difficult to achieve and measure, implementation progress has been positive.

The completion of reviews into the issue of domestic and family violence impacting people with disability and elder abuse are critical to developing an understanding of the diverse range of experiences of people affected by domestic and family violence. The policy and service responses emerging from these reviews will be an important next step.

The *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026* is one of the reform program's key mechanisms for promoting change in community attitudes. In this respect, the roll-out of the Stop the Hurting – End Domestic Violence youth campaign in 2017, the first campaign under the strategy, is an important milestone. The development and release of the

Domestic and Family Violence Media Guide will further support a sophisticated and sensitive public discourse on domestic and family violence.

The evaluation of the Stop the Hurting campaign is currently being undertaken. It will be important that lessons emerging from the evaluation are applied, to ensure that future campaigns communicate with the Queensland public in the most effective manner possible, and continue to build sentiment around society's rejection of domestic and family violence.

The implementation of respectful relationships education within Queensland schools has been ongoing since the beginning of 2016, and the Council acknowledges the timely development and roll-out of curriculum resources for state and non-state schools. The Council will pursue further discussions with education sector representatives to learn more about how the implementation of these programs is progressing across Queensland's schools.

The past 12 months have also seen the completion of the majority of recommendations pertaining to workplaces and the health sector. These measures are crucial to underpinning cultural change by embedding a structural awareness of and responsiveness to domestic and family violence in Queensland workplaces and the health system.

The roll-out of domestic and family violence training across the health sector in the first part of 2017 is an important milestone. Through the Council's health work group, members met with the Director-General of the Department of Health and confirmed the department's ongoing commitment to the reform process beyond the completion of these recommendations.

The Council notes that work continues to implement changes in antenatal screening processes, and to ensure that cultural change is embedded across the broader health sector. In this respect, further work should be undertaken across the health sector, including professional colleges, to encourage these efforts outside the Department of Health.

In the broader community, the Council acknowledges the key role that local governments can play in supporting action against domestic and family violence at a local level and in locally appropriate ways. Through the Council's local engagement work group, Council members have met with representatives of the Local Government Association of Queensland including Councillor Karen Williams, Mayor of Redland City and a strong local advocate for action against domestic and family violence, to discuss strategies to enhance and encourage action by local governments.

The Council acknowledges the efforts of the many local governments across Queensland that have proactively addressed this issue in locally appropriate ways, and encourages all local governments to consider ways they can support and nurture community sentiment that rejects the occurrence of all forms of domestic and family violence.

At the end of the Council's second year, community awareness of and engagement with domestic and family violence has remained strong. The challenge for Queensland is to convert this increased engagement with the issue into long-lasting attitudinal change.

Key achievements:

- Completion of reviews of the impact of domestic and family violence on people with disability and elder abuse (**recommendations 10 and 11**)
- Delivery of Stop the Hurting – End Domestic Violence campaign under the *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026*
- White Ribbon accreditation of 13 additional Queensland Government agencies
- Delivery of train-the-trainer program across health sector (**recommendations 52, 55, 56 and 58**)
- Completion of report on antenatal screening (**recommendation 54**)
- Release of *Domestic and Family Violence Media Guide* (**recommendation 70**).

Areas for future focus:

- Delivery of next campaigns under the engagement and communication strategy (**recommendations 12, 14 and 20**)
- Update on progress of delivery of respectful relationships education programs in Queensland schools (**recommendations 24 to 29**)
- Implementation of recommendations on antenatal screening (**recommendation 54**)
- Continued engagement with health sector, including professional colleges (**recommendations 50, 51, 53 and 57**)
- Opportunities to support action by local governments and other organisations to address domestic and family violence at community level.

Service responses

Recommendation 9 and **recommendations 71 to 89** of the *Not Now, Not Ever* report are focused on ensuring that Queensland's domestic and family violence service response meets the needs of the population.

In the past 12 months, one further recommendation has been completed, bringing the total number of recommendations completed to seven, with implementation of 13 recommendations continuing.

Overview

Recommendation 9 and **recommendations 71 to 89** of the *Not Now, Not Ever* report include recommendations to:

- undertake an audit of domestic and family violence services
- develop a new long-term funding and investment model
- deliver and evaluate three trials of integrated service response models (urban, regional and a discrete Indigenous community), including inter-agency responses to high risk cases
- design a common risk assessment framework and common statewide tools
- introduce legislation, supported by guidelines, to allow information sharing between agencies
- update and increase access to perpetrator interventions and review perpetrator practice standards
- deliver two new crisis centres
- provide additional service and housing support to victims.

Implementation status

As at 30 November 2016

- six recommendations completed
- 14 recommendations commenced

As at 30 November 2017

- seven recommendations completed
- 13 recommendations commenced

Integrated responses

The integrated service responses being trialled in Logan-Beenleigh, Mount Isa and Cherbourg have commenced operation over the past year, with structure and governance of the trials established, staff trained, ICT platforms implemented and high risk teams receiving referrals and developing safety management plans (**recommendation 74**).

The Stage 1 developmental evaluation of the establishment of the three trial sites has been completed by the Queensland Centre for Domestic and Family Violence Research and provided to government (**recommendation 75**) with the Stage 2 evaluation, which will focus on early outcomes, commenced. A Stage 3 evaluation of the ICT solution used in the trials will commence in 2018.

Legislation to facilitate information sharing as part of the integrated service response trials commenced on 30 May 2017 (**recommendation 78**) and guidelines to support information sharing by government and non-government members of integrated service response trials have been completed and are in use (**recommendation 79**). A draft common risk and safety framework and associated tools have been distributed in the trial sites and training has been rolled out to support their use (**recommendation 77**).

Integrated service response trials

The *Not Now, Not Ever* report identified the development of integrated service responses to domestic and family violence as one of the key elements of domestic and family violence reform in Queensland. Recognising Queensland's diversity, **recommendations 9 and 74** called for this reform to be pursued through the piloting of three different models in three different trial sites: one urban, one regional (with rural outreach), and one located in a discrete Indigenous community.

The progress of these trials, in the communities of Logan-Beenleigh, Mount Isa and Cherbourg respectively, is a key element of the reform program and has been monitored with interest by the Council. The Council's visit to Logan, which included a meeting with the Logan-Beenleigh high risk team, demonstrated the complexity of the integrated service response trials, and the importance of ensuring that each integrated response model is appropriate to the needs and profile of the local community.

The concept of an integrated service response to domestic and family violence is centred on service providers and relevant government agencies working together to support people impacted by domestic and family violence, sharing information and collaborating on risk and safety management. To ensure that the responses reflect the communities in which they are located, the models adopted in the three trial sites have been developed through co-design processes.

Integration managers in each of the trial sites have worked with local stakeholders to coordinate the

local service networks into structures that support a collaborative response to domestic and family violence issues. Each trial site includes a high risk team that brings together key organisations and agencies with a role in providing service responses to victims and perpetrators to collaboratively manage high risk domestic and family violence cases.

High risk teams from the trial sites have been receiving referrals since February 2017, in the case of Logan-Beenleigh, and August 2017, in the case of Mount Isa and Cherbourg. An ICT platform has been set up to support information sharing and multi-agency complex risk assessment and safety management. The integrated service responses also bring together a broader group of stakeholders that focus on systemic issues in relation to domestic and family violence issues in the area.

Officers from the Department of Aboriginal and Torres Strait Islander Partnerships play a key role in each of the trial sites, developing connections between the community and the integrated service response and supporting the capacity of the various participants involved in the integrated service response trials to provide a culturally appropriate response to Aboriginal and Torres Strait Islander clients.

Looking forward, the lessons learned from the trial sites will be applied in the roll-out of further high risk teams in Brisbane, Cairns/Mossman, Ipswich, Mackay and Moreton Bay. The three trial sites themselves will continue to develop their systems and practices as they progress beyond their first year of full operation.

Case study

Mariam* is in her mid-20s, and her case worker from a non-government organisation referred her to the high risk team in Logan-Beenleigh due to domestic violence, including sexual abuse, past severe physical violence, and the perpetrator's constant harassing and controlling behaviours. Mariam is from a culturally and linguistically diverse background and has six children. She initially did not want to report the abuse to the police, as she felt that the perpetrator was never held to account when she had done so in the past.

When Mariam's case was brought to the high risk team, key agencies and organisations worked together to ensure a multi-agency safety plan was put in place to strengthen her safety and keep the perpetrator accountable.

With support from police, the Department of Health and two non-government organisations, Mariam submitted an application to Victims Assist Queensland, which was able to provide her with funding for counselling, special assistance and safety upgrades to her house. Her house has been fitted with sensor lights, security cameras, curtains and a high fence, which were expedited by the Department of Housing and Public Works. She is happy that she did not have to move again, and says that the security upgrades allow her to feel safer in her home.

Mariam also received support through the court process. The high risk team expedited her referral to Legal Aid, and she was represented by a solicitor in court and granted a no-contact domestic violence

order. Her case worker is being kept informed about all upcoming court dates and outcomes.

Since her case was brought to the high risk team, Mariam and her case worker have formed a partnership with the police. The local domestic violence unit is following up on past violence, with the aim of upgrading the perpetrator's charges, and Mariam's case worker can liaise directly with the unit if concerns arise. Mariam is now determined to report breaches when they occur.

Mariam was thankful for the high risk team's support, and highlighted that she felt listened to and valued throughout the process. She reported that the high risk team was highly professional and knowledgeable, and that she did not have to re-tell her story again and again to multiple services. She feels that she has gained the strength and confidence she needs to ensure her safety and her children's safety.

Mariam's case worker expressed that Mariam's family was well-supported and had achieved its goals by the time her case was stepped down from the high risk team. Her case worker continues to work with her on an ongoing basis.

**Name has been changed*

Funding of services

Recommendation 71 to 73 are concerned with the development of a funding and investment model to inform Queensland Government spending in relation to domestic and family violence. The audit of services (**recommendation 71**) that was used as the baseline of the development of this model was published in 2016. Investment guidelines have been developed and used to inform the allocation of funding in the 2016–17 and 2017–18 State Budgets. However, the funding and investment model itself remains under development.

As **recommendations 72 and 73** indicate, the funding and investment model is aimed at supporting decisions around the best mix of specialist and generalist domestic and family violence services across the state. **Recommendation 73** focuses particularly on the need of the funding and investment model to deal explicitly with the challenge associated with delivering services in rural and remote communities, and the need to establish a clear approach for meeting this challenge.

Perpetrator programs

In relation to perpetrator interventions, new perpetrator programs have been funded and implemented around the state (**recommendation 80**) and a review of perpetrator practice standards is underway (**recommendation 82**).

A four-year trial of the Walking With Dads program has been rolled out in Caboolture, Caloundra, Gympie and Mount Isa. The program is a domestic violence-informed approach to child protection that focuses on both perpetrator accountability and father inclusion. Walking with Dads supports collaboration between the domestic and family violence and child protection sectors and complements additional perpetrator services that have been funded in Brisbane, Bundaberg, Gladstone, Ipswich/Goodna, Mackay, Maryborough/Hervey Bay, Moreton Bay, Redlands, Rockhampton and Sunshine Coast.

In relation to the review of practice standards for perpetrator programs, a consortium has been contracted to review and update existing practice standards, and has undertaken a range of consultation to support the review.

Accommodation

Recommendations 84 to 89 focus on the accommodation needs of people impacted by domestic and family violence. Four of these six recommendations are now completed, including **recommendation 87**, which concerns the piloting of refuges that cater for the pets of people fleeing violence. New shelters Brisbane and Townsville have trialled the accommodation of pets, and the needs of victims with pets are being considered in the commissioning of new shelters in Roma and Charters Towers.

The two outstanding recommendations concern the increasing use of brokerage funding, safety upgrade services (**recommendation 86**) and non-residential support (**recommendation 89**) to assist victims of violence to live safe and independent lives. Substantial activities have been undertaken to support the implementation of these recommendations, with access to brokerage funding and safety upgrade programs increased, and a new service model to meet the longer term needs of victims under development.

The past year has also seen the announcement of further domestic and family violence shelters to be built on the Gold Coast and in the corridor to Brisbane's north.



The Domestic and Family Violence Implementation Council during its meeting with stakeholders to discuss domestic and family violence responses for people with disability in July 2017.

Responses for people with disability impacted by domestic and family violence

During 2017, the Council focused on the issue of the impact of domestic and family violence on people with disability.

As the *Not Now, Not Ever* report notes, this issue has historically received limited attention from researchers and policy-makers. Nevertheless, the studies that have been undertaken outline the significant, unique challenges faced by people with disability in relation to domestic and family violence. It is broadly accepted that people with disability experience much higher levels of violence than the general population, and such violence is frequently unreported.

As a result, **recommendation 10** of the *Not Now, Not Ever* report called for the Queensland Government to commission a review to address the impact of domestic and family violence on people with a disability. This review, undertaken by People with Disability Australia, has been completed in consultation with the Department of Communities, Child Safety and Disability Services.

At its meeting of 12 July 2017, the Council held a round table discussion to explore the issue with key sector stakeholders, including representatives of the Department of Communities, Child Safety and Disability Services, Queenslanders with Disability Network, WWILD, the Public Advocate for Queensland, DVConnect, Brisbane Domestic Violence Service and the Queensland Police Service Vulnerable Persons Unit.

The discussion identified some of the key challenges in relation to addressing domestic and family violence impacting people with disability, including:

- a lack of specialist services addressing violence against people with disability

- limited expertise in the mainstream support sector in relation to responding to domestic and family violence impacting people with disability
- challenges in availability of emergency accommodation for victims with disability
- limited awareness of support pathways for victims
- challenges in identifying violence and pursuing prosecutions involving victims with disability.

The Department of Communities, Child Safety and Disability Services is developing a policy response based on the outcomes of the review and discussions at the Council meeting. On 12 October 2017, the department hosted a workshop with stakeholders to identify key themes and practical actions to be undertaken to support best practice policy and service delivery outcomes for people with disability. Council member and National Disability Insurance Scheme Ambassador, Ms Karni Liddell, has played a key role in facilitating consideration of this issue.

Building on the outcomes of these discussions, a collaborative cross-sectoral response is proposed, encompassing a range of activities including capacity building in both the disability and domestic and family violence service sectors, awareness raising in the broader community, and research and evidence gathering.

The Council is pleased to observe that action is occurring to improve responses for people with disability affected by domestic and family violence. Given the common understanding of the increased vulnerability of people with disability to domestic and family violence, this work addresses a historical gap in the service response framework. The Council looks forward to further updates on progress in relation to this important area of Queensland's response to domestic and family violence.

Measuring progress

Foundational element 2: An integrated response system that delivers the services and support that victims and perpetrators need

Foundational element 3: A stronger justice system response that will prioritise victim safety and hold perpetrators to account

Supporting outcomes:

5. Victims and their families are safe and supported
6. Perpetrators stop using violence and are held to account

Progress to date:

The *Not Now, Not Ever* report outlined an ambitious vision for the reform of Queensland's service response to domestic and family violence, centred on integrated service response trials in urban, regional and discrete Indigenous communities. Given the complexity of this undertaking, the development of the trials was still in early stages at the time of the Council's last report.

In the past 12 months, the Council has watched with interest as integrated responses have been rolled out in the three trial sites. To gain an insight into how the responses operate on the ground, the Council visited the Logan-Beenleigh trial site. This visit yielded many practical insights.

First, the Council gained a first-hand appreciation of the magnitude of the task of coordinating all relevant agencies into a single integrated response to domestic and family violence. Domestic and family violence touches many sections of the service sector, and developing mechanisms that bring together all relevant agencies and enable them to work in an integrated manner is a substantial task in and of itself. It was clear that the time taken to develop appropriate structures and governance was well invested.

Second, the Council was able to appreciate the service improvements delivered by an integrated response to domestic and family violence. The multi-agency approach and enhanced information sharing has

allowed service delivery agencies to gain a more complete picture of individual circumstances, and relieved victims of the burden of separate interactions with multiple agencies.

Third, observing the Logan-Beenleigh integrated response reinforced a theme that has been consistent across all engagement the Council has undertaken with communities: the exceptional dedication of Queenslanders who work on the frontline to assist people affected by domestic and family violence. The Council stresses its appreciation for the individuals and organisations that have been working to address domestic and family violence across the state over a long period of time. Ensuring that frontline workers receive adequate support and that their contribution is sustainable in the long-term is an important challenge for Queensland.

While all integrated service response trial sites are now operational, they are still in early stages. It is expected that sites will learn as they go and continue to adjust their practices moving forward, with much to be learned in relation to the use of ICT platforms and common risk and safety assessment tools that have been implemented recently. The results of the Stage 2 evaluation of the trials will be an important juncture in this regard.

While integrated responses are now operational in the three trial sites, with five additional high risk teams to be established, the long-term prioritisation of future service delivery across the state must be informed by a comprehensive funding and investment model. Given the decentralised and geographically diverse nature of Queensland's population, this is an important piece of work and the Council awaits finalisation of the funding and investment model with interest.

Important foundational work has also occurred in relation to perpetrator programs, with the commencement of a review of practice standards and the roll-out of new programs around the state. Working with perpetrators to increase victim safety and effect behavioural change is an area that offers significant scope to improve outcomes, and is an important

element of the state's approach to tackling the incidence of domestic and family violence. The review and update of practice standards should support increased rigour and consistency in the delivery of perpetrator programs in Queensland. The Council will examine the availability and efficacy of perpetrator programs in greater detail during 2018.

The Council is appreciative of the advice of its Aboriginal and Torres Strait Islander Advisory Group regarding issues to be considered in developing service responses that meet the needs of Aboriginal and Torres Strait Islander Queenslanders. As the reforms progress, the appropriateness of service responses to meeting the varying needs of all Queenslanders, must be considered. Investing in prevention, building the capacity of community organisations and enhancing the cultural capability of mainstream services must be prioritised to ensure the specific challenges faced by Aboriginal and Torres Strait Islander Queenslanders impacted by domestic and family violence are appropriately addressed.

Key achievements:

- Operationalisation of integrated service responses in three trial sites (**recommendations 9 and 74**), including:
 - commencement of referrals for high risk cases (**recommendation 76**)
 - development of common risk and safety framework (**recommendation 77**)
 - commencement of legislative amendments, completion of guidelines and implementation of ICT platform to support information sharing and multi-agency complex risk assessment and safety management (**recommendations 78 and 79**).
- Completion of Stage 1 evaluation of establishment of integrated service response trials (**recommendation 75**)
- Funding for establishment of additional shelters (**recommendation 85**)
- Commissioning shelters that meet the needs of clients with companion animals (**recommendation 87**).

Areas for future focus:

- Completion of funding and investment model (**recommendations 72 and 73**)
- Completion of Stage 2 evaluation of integrated service response trials (**recommendation 75**)
- Finalisation of common risk and safety framework and supporting tools (**recommendation 77**)
- Availability and efficacy of perpetrator programs (**recommendation 80**)
- Completion of review of standards for perpetrator programs (**recommendation 82**).

Law and justice framework

Recommendations 90 to 140 of the *Not Now, Not Ever* report are focused on Queensland's law and justice framework.

In the past 12 months, an additional nine government-led recommendations have been completed, and six recommendations directed at the Office of the Chief Magistrate and four directed at the Queensland Law Society are now complete. As a result, 14 recommendations relating to the law and justice framework are ongoing as at 30 November 2017.

Overview

Recommendations 90 to 140 of the *Not Now, Not Ever* report include recommendations to:

- establish specialist courts to deal with domestic and family violence matters
- develop best practice guidelines and professional development materials for Magistrates and lawyers
- increase access to interpreters in justice processes
- increase sanctions for and tracking of domestic and family violence offences
- provide greater support for victims/survivors in justice processes
- increase the capacity of police to respond to and prosecute domestic and family violence incidents.

Implementation status

As at 30 November 2016

- 18 recommendations completed
- 22 recommendations commenced
- one recommendation scheduled to commence at a later stage of the current action plan
- 10 recommendations noted as non-government recommendations (four completed and six commenced)

As at 30 November 2017

- 27 recommendations completed
- 14 recommendation commenced
- 10 non-government recommendations (all complete)

Justice systems

The National Domestic Violence Order Scheme commenced on 25 November 2017 bringing **recommendation 90** to completion. The scheme will ensure that domestic violence orders will operate and be enforceable in any state or territory in Australia, regardless of where they were issued. The Australian Criminal Intelligence Commission has also implemented an information sharing tool, which provides information on all domestic violence orders in existence across Australia (**recommendation 112**).

The electronic domestic violence (eDV) interface project and the Single Person Identifier project have both been completed. The former replaced the manual information exchange processes that existed between police and courts with an electronic interface that streamlines applications and enforcement. The Single Person Identifier project allows people named on domestic and family violence applications to be tracked more effectively within existing databases (**recommendation 91**).

National Domestic Violence Order Scheme

On 25 November 2017, the National Domestic Violence Order Scheme commenced operation across Australia. This scheme is supported by laws introduced in each state and territory to improve the protection of victims of domestic and family violence.

The scheme provides for recognition and enforceability of domestic violence orders across all Australian jurisdictions and is supported by new administrative arrangements including changes to forms and court technology.

The introduction of the national scheme will improve protection for victims of domestic and family violence by ensuring any domestic violence orders made in one state or territory automatically apply across state and territory borders.

The development and introduction of this scheme required cooperation, commitment and action on the part of all Australian governments, and the commencement of the scheme is a significant milestone in a national approach to protecting victims and holding perpetrators to account.



Wujal Wujal Men's Group with Traditional owners Teddy Barkly and Steven Hall at Bouchat. Photo courtesy of Wujal Wujal Community Justice Group.

Community Justice Group Enhancement Project

The 2016–17 State Budget allocated \$11 million over four years to build the capacity of Community Justice Groups in the 18 discrete Aboriginal and Torres Strait Islander communities to support domestic and family violence reforms and build and maintain local authority structures. As part of its activities, the Wujal Wujal Community Justice Group and Apunipima helped to organise an on-Country camp with members of the Napranum and Wujal Wujal men's groups. The camp took place at Bouchat (North of Weipa) from 3–7 August 2017 and had a total of 27 participants. Wujal Wujal Community Justice Group counsellor Joh Anthonis talks about the experience:

“The Justice Group is really happy the men are getting out of the community on these camps, living healthy out on Country and staying away from bad influences such as alcohol. The fellas get to see new places and spend time together hunting, fishing and keeping each other and their culture strong. There is time for Elders to pass on their knowledge to the younger generation while they're out there and plenty of time for ‘yarning up’ around the campfire.

All this strengthens their relationships and the men bring this strength back to the community. While we're out there we have time to talk about issues close to the men's hearts, such as domestic and family violence, drugs and alcohol, relationships and jealousy, work, family pressures in the community—you name it.

We get some really positive individual outcomes from the camps as well. As a counsellor, it gives me lots of opportunities to engage with men about their challenges. Most people are a lot more at ease when they are on Country and in my experience that makes them more receptive to counselling and they talk more freely about their issues.

Here are some of the things the men said about the camp:

“Back at home you don't get a break. There's always something going on; no time to sit down and have time to yourself. It's good to just relax and think about things.”

“I've never been further up (Cape York) than Cooktown. It's good to get out (of the community) and see different places. I can't wait for the next trip, maybe all the way to the tip!”

“It was really good to spend time just with my boys. At home I'm busy with work, so we don't get to spend quality time together. It's been so good to have them around and yarn up together. I look forward to the next camp.”

“I've been a bit off the rails lately, too much drinking. It's real good for me to slow down. On Country I don't worry for grog. I should do more of these camps out.”

“It's good to connect to Country. It makes you remember where you come from.”

“It makes you proud to share your Country with visitors. Show them around, let them enjoy it. Makes you enjoy it more too.”

Another real positive are the justice-related outcomes. For example, on this camp we had six men who are on probation/parole orders. Three of them completed their community service orders by helping out with the camp. This all makes a really positive impression on their Probation and Parole case workers and improves their chances of staying out of jail and the (criminal) justice system.”

Joh Anthonis
Counsellor, Wujal Wujal Community Justice Group and manager of the Healing on Country program

Indigenous justice responses

The development of a local authority model for discrete Indigenous communities (**recommendation 92**) is continuing, having regard to the roll-out of the integrated service response trials (**recommendations 9, 74 and 75**).

Co-design activities have been undertaken in a number of communities resulting in service agreements being completed between the Department of Justice and Attorney-General and Community Justice Groups in four communities—Cherbourg, Mornington Island, Mossman and Wujal Wujal. The co-design process is scheduled to commence in Thursday Island, Hopevale and Palm Island during 2018.

Capacity building has also been pursued through the delivery of peacekeeping skills workshops to Community Justice Group members and the sponsored attendance of representatives at the 2017 Queensland Indigenous Family Violence Prevention Forum.

The monitoring of the resourcing impact of the Family Responsibilities Commission trigger for domestic violence orders is continuing through the Department of Aboriginal and Torres Strait Islander Partnerships' quarterly reporting process in accordance with **recommendation 94**.

Court reforms

Following the evaluation of the trial of the Specialist Domestic and Family Violence Court at Southport, specialist court approaches are being rolled out in five locations: Southport, Beenleigh, Townsville, Mount Isa and Palm Island, with the latter two locations being served through a circuit by the Townsville-based Magistrate (**recommendation 97**). The structure and operations of the court will be informed by the evaluation of the trial at Southport.

Training and professional development for Magistrates in domestic and family violence issues have been embedded in the practices of the Office of the Chief Magistrate, with a dedicated legal officer appointed to develop domestic and family violence specific modules to be delivered to specialist domestic and family violence Magistrates, newly appointed Magistrates and the magistracy generally (**recommendations 103 to 105**). A range of training and professional development opportunities were provided in 2017 and further opportunities are scheduled for 2018.

A statewide protocol between Magistrates Courts, the Family Court and Federal Circuit Court registry is in place for requests for replacement copies of family law orders and, as of 30 May 2017, an additional protocol supports Magistrates to consider modifying existing family law orders to ensure consistency with domestic violence orders (**recommendation 98**).

The Chief Magistrate issued a practice direction on 2 June 2017 enabling registrars to engage interpreters to assist the parties in domestic and family violence matters in comprehending proceedings and interpret between the court and the parties (**recommendation 115**).

Additional funding for court support services has been provided to non-government organisations in locations across the state, including court assistance to respondents in domestic and family violence matters. Funding for court support has been allocated for all specialist court locations (**recommendation 124**).

The Queensland Law Society has continued to support the development of the legal profession's capacity to respond to domestic and family violence through the provision and promotion of professional development opportunities (**recommendations 109 and 110**). Across 2016 and 2017, the Queensland Law Society ran a combination of standalone events and individual sessions within larger conferences (including in the regions) to raise awareness and educate the profession about domestic and family violence. The Queensland Law Society has delivered 22 such events since its program commenced, with nine such learning opportunities held in the relevant reporting period.

Law reforms

The final elements of the legislative reforms recommended by the *Not Now, Not Ever* report were completed during 2017. Amendments enabling domestic and family violence victims to seek financial assistance under the *Victims of Crime Act 2009* (**recommendation 95**) and introducing a sexual assault counselling privilege (**recommendation 130**) commenced in July and December 2017 respectively. Funding of \$2.323 million was allocated in the 2016–17 State Budget to establish a sexual assault counselling privilege legal assistance service to support the operation of the privilege.



Specialist courts

The Specialist Domestic and Family Violence Court at Southport, Queensland’s first permanent specialist domestic and family violence court, was officially launched on 19 October 2017 following a successful trial and refurbishment.

Over three years, the Magistrates Courts Service will roll-out a specialist domestic and family violence court approach in four additional locations—Beenleigh, Townsville, Mount Isa and Palm Island. The Queensland Government committed \$69.5 million over four years and annual ongoing funding as part of the 2017–18 State Budget for this package, including \$20 million for capital works for the courthouses at Beenleigh and Townsville so they are better equipped to cater for the safety needs of victims of domestic and family violence and provide adequate court and meeting rooms for domestic and family violence-related matters.

As well as dedicated domestic and family violence Magistrates, the key features of the specialist domestic and family violence court model include streamlined access to interpreters (**recommendation 116**), wraparound services including domestic and family violence court support workers (**recommendation 124**), duty lawyers (**recommendation 126**) who provide both

The Honourable Yvette D’Ath MP, Attorney-General and Minister for Justice and Minister for Training and Skills, Ms Kay McGrath OAM, Chair of the Council, and David Mackie, Director-General, Department of Justice and Attorney-General at the opening of the Specialist Domestic and Family Violence Court at Southport.

advice and representation in court in civil and criminal matters, and availability of perpetrator programs (**recommendation 80**).

The Queensland Government has also improved pathways to ensure better coordination of the justice response in the implementation of **recommendation 98**. A statewide protocol between Magistrates Courts and family law courts for requests for replacement copies of family law orders, has been expanded state-wide after being trialled during the Southport Specialist Domestic and Family Violence Court trial. Further, the Southport Court regularly makes requests for child safety information for consideration when making or varying domestic and family violence orders.

In June 2017, Council members had the opportunity to visit the Southport Court and observe court proceedings, gain an insight into collaborative efforts of stakeholders in the Court’s operational working group, tour the Court’s the purpose-built facilities and meet with key stakeholders involved in the specialist response to domestic and family violence.

Further legislative amendments not specifically related to the recommendations of the *Not Now, Not Ever* report were enacted during 2017 in response to emerging circumstances. The tragic murder of Ms Teresa Bradford at Pimpama in January 2017 highlighted a number of issues relating to bail arrangements for domestic violence offenders.

The Attorney-General and Minister for Justice and Minister for Training and Skills, the Honourable Yvette D'Ath MP, attended the Council's meeting of 24 February 2017 to provide an update on the government's policy response to addressing circumstances related to Ms Bradford's death.

Relevant legislative amendments passed during 2017 included:

- amendments to the *Bail Act 1980* to reverse the presumption of bail for high risk domestic violence offenders, that commenced from March 2017
- amendments to the *Corrective Services Act 2006* to provide a framework for electronic monitoring of parolees generally, that commenced from May 2017
- amendments to the *Bail Act 1980* to provide a framework for electronic monitoring as a condition of bail, commencing from March 2018.

These amendments also relate to the implementation of **recommendation 123**, that called for the Queensland Government to conduct a trial of GPS monitoring for high risk perpetrators of domestic and family violence. Funding of \$200,000 was allocated through the 2016–17 State Budget to commission research into electronic monitoring options.

The Council has sought regular updates on the progress of implementation of this recommendation, and notes the changed legislative environment that establishes an intention that high risk perpetrators should not be granted bail and should therefore not be eligible for electronic monitoring. In addition, it is noted that provisions enabling electronic monitoring for defendants on bail will commence from March 2018 and, although not specific to domestic violence defendants, may apply to such defendants in some instances.

Other technologies to improve victim safety, such as duress alarms and home security systems, are currently being trialled through the Keeping Women Safe in their Home initiative in four locations—Cairns, Rockhampton, Ipswich and Caboolture—through the Department of Communities, Child Safety and Disability Services.

Nevertheless, the Council is aware that work is continuing to conduct research and consider how electronic monitoring can effectively be applied in the domestic violence offending context with particular regard to approaches in other Australian jurisdictions, and awaits further advice on the implementation of this recommendation.

Police operations

The Queensland Police Service is leading the implementation of eight *Not Now, Not Ever* report recommendations relating to police investigative practices, structures and training, of which four recommendations have been completed.

Recommendation 113 has been completed during 2017, with a set of guidelines regarding the use of interpreters in domestic and family violence incidents finalised for use by Queensland Police Service officers. This complements previous action to ensure requirements for interpreters are collected at the time of application for domestic violence protection orders.

Work is continuing on other recommendations including implementation of a strategy for criminal prosecution of domestic and family violence offenders and a proactive investigation and protection policy (**recommendations 131 and 134**, and incorporating **recommendation 86(b)**). Implementation is being progressed through the Queensland Police Service Investigative Practices Working Party, with a review of the Queensland Police Service Protective Assessment Framework expected to be completed in coming months.

Staffing of Domestic and Family Violence Coordinators has been increased (**recommendation 135**), with 24 new coordinators announced in October 2017, bringing the total number of coordinators to 54 across the state.

An audit of police training packages has been completed (**recommendation 138**) and is being considered by the Queensland Police Service in the context of its broader reform agenda.

Queensland Police Service cultural change

The Queensland Police Service is undertaking a range of activities aimed at effecting significant cultural change within its ranks. Vulnerable persons training, delivered to officers up to and including the rank of Inspector across the state, focused on improving how officers respond to complex incidents while acting with professionalism and compassion.

In May 2017, the Queensland Police Service announced its inaugural Domestic and Family Violence Prevention Award winners, acknowledging the achievements of police personnel, members of other government and community organisations, and the community who have supported the Queensland Police Service in the prevention of domestic and family violence.

Moving forward, the Queensland Police Service is seeking to engage a provider to independently establish a baseline and evaluate organisational culture, with a view to informing the development of a coaching/mentoring cultural change program for organisational change leaders.

The Queensland Police Service's Domestic and Family Violence Coordinators are a significant part of the change leaders' cohort, contributing valuable local insights into cultural change readiness. Embedded in each of the police districts, the coordinators are a conduit between members of the Queensland Police Service, partner agencies and the community.

In recognition of growing evidence highlighting the intersection between persons affected by domestic and family violence and other vulnerabilities such as disability, mental impairment, elder abuse and homelessness, the Queensland Police Service remains committed to delivering a more nuanced policing approach.

The Queensland Police Service recently held a workshop bringing together frontline specialist domestic and family violence and mental health intervention coordinators and high risk team members to explore in detail the issues surrounding policing and vulnerable persons.

Case study

At a Gold Coast Domestic and Family Violence Taskforce triage meeting, a non-government service partner raised serious concerns about the safety of Tracey*, who had established a new relationship with a known high risk and very violent offender. Information had been provided to the service by a concerned third party not personally linked to the female.

Police and social workers strongly suspected Tracey was being subjected to significant violence and was likely unable to report due to the suspected controlling behaviours of the perpetrator. After careful consideration of all relevant information, a decision was made to discreetly contact Tracey for matters not relating to domestic violence so as to breach her isolation without jeopardising her safety.

Contact was successfully made and it was apparent Tracey, who was pregnant, was unable to remove herself from a very violent environment. She was being subjected to extreme violence and controlling behaviours that included significant isolation. The taskforce took action to safely evacuate Tracey who was then provided with access to an array of services including emergency accommodation, health services in light of her pregnancy, counselling, financial and welfare support.

When she was ready, Tracey further engaged with police investigators resulting in the arrest and incarceration of the offender for serious criminal offences. Police assisted in removing Tracey's personal belongings and property from her previous residence and she was relocated with the assistance of the Department of Housing and Public Works and other agencies.

Tracey later disclosed to a case worker that, without the help of the taskforce, she considered suicide as her only option.

** Name has been changed*

Measuring progress

Foundational element 3: A stronger justice system response that will prioritise victim safety and hold perpetrators to account

Supporting outcomes:

6. Perpetrators stop using violence and are held to account
7. The justice system deals effectively with domestic and family violence

Progress to date:

The past 12 months have seen significant progress in relation to the implementation of law and justice-related recommendations in the *Not Now, Not Ever* report.

The completion of the trial of the Specialist Domestic and Family Violence Court at Southport, its evaluation and permanent launch, and the announcement of new specialist court approaches at Beenleigh, Townsville, Mount Isa and Palm Island are major milestones for the justice system.

The specialist approach is further supported by the continuing work of specialist duty lawyers in 14 locations around the state, the work of court support workers and training and professional development being delivered to the magistracy through the Office of the Chief Magistrate. Together, these initiatives support the development of a justice system that is better attuned to dealing with domestic and family violence.

The progress that has been achieved in relation to the development of a local authority model to respond to crime and violence in discrete Indigenous communities by enhancing capacity of Community Justice Groups, is an important component of the reform program. This initiative has been identified as the subject of a flagship evaluation under the *Evaluation Framework for the Domestic and Family Violence Prevention Strategy*. The results of this evaluation will be vital for ongoing work to address domestic and family violence impacting Aboriginal and Torres Strait Islander communities, which must remain an important focus for the reform program going forward.

The Council has been pleased to note the completion of a number of discrete projects such as the eDV and Single Person Identifier projects and the National Domestic Violence Order Scheme. The former two projects streamline and improve administrative processes that underpin the justice response to domestic and family violence. The latter project—the National Domestic Violence Order Scheme—is a significant national reform that will deliver tangible outcomes for victims of domestic and family violence around the country.

While the law reforms recommended by the *Not Now, Not Ever* report are now complete, the legislative environment requires continual assessment and refinement in response to emerging circumstances. The Council notes that this has most recently occurred with legislative amendments to reverse the presumption of an entitlement to bail for high risk domestic violence offenders passed by the Parliament in March 2017. Within this legislative environment, the Council will also continue to monitor progress in examining options for electronic monitoring of domestic violence offenders, having regard to technological constraints and capacity of such technology to improve safety outcomes for victims.

The Council is also pleased to note the referral by the Australian Government directing the Australian Law Reform Commission to conduct a review into the family law system. Issues with the interaction between family law and domestic and family violence arrangements have frequently been raised with the Council, and the terms of reference for the review specifically require consideration of issues relating to family violence. The Council will monitor the progress of this review with interest.

While four recommendations directed at the Queensland Police Service are yet to be completed, the Council is aware of the significant effort that has been dedicated towards developing the organisation's capacity to deal with domestic and family violence matters, including training and cultural change initiatives. The Council has been particularly pleased to see the Queensland Police Service take a lead

in addressing some of the most challenging aspects of domestic and family violence response, such as supporting people with disability who have been impacted by domestic and family violence.

Key achievements:

- Commencement of National Domestic Violence Order Scheme (**recommendation 90**)
- Completion of trial of Specialist Domestic and Family Violence Court at Southport (**recommendation 97**)
- Roll-out of specialist court approaches in Southport, Beenleigh and Townsville with circuits to Palm Island and Mount Isa (**recommendations 97 and 100**)
- Implementation of statewide protocol between Magistrates Courts, the Family Court and Federal Circuit Court registry regarding access to family law orders (**recommendation 98**)
- Endorsement of guidelines and issuing of practice direction on use of interpreters (**recommendations 113 and 115**)
- Commencement of amendments to *Victims of Crime Assistance Act 2009* and introduction of sexual assault counselling privilege (**recommendations 95 and 130**).

Areas for future focus:

- Continuing implementation of community justice group enhancement project (**recommendation 92**)
- Examination of options for electronic monitoring of domestic violence offenders (**recommendation 123**)
- Completion of Queensland Police Service review of prosecution and investigations policies (**recommendations 131 and 134**)
- Australian Law Reform Commission review of the family law system.



Gold Coast Domestic and Family Violence Taskforce (left to right): Detective Inspector Marc Hogan, Constable Kyle Trengrove, Sergeant Deb Phillips, Detective Senior Sergeant Vesna Procter, Intelligence Officer Tracey Abbott, Lizanne Pllu (Centacare), Senior Constable Michelle Curnow, Tegan Nash (Domestic Violence Prevention Centre), Tayla Carter-Lindholm (Probation and Parole), Cherrill McKay (VIP in Policing).

Gold Coast Domestic and Family Violence Taskforce

The Gold Coast Domestic and Family Violence Taskforce provides valuable insight into the development of partnerships and collaboration across government and community organisations. ‘Act fast, tread carefully’ is the approach taken by the collective agencies operating under an all-hours response triage agreement.

The Taskforce has adopted a social leadership approach by developing new sector relationships, communication pathways, and programs specific to improving the lives of the most vulnerable, in particular women and children living with violence. In acknowledgement of the significant links between domestic and family violence and child abuse, the Taskforce operates under a general principle that the presence of one is an indicator of the other. The aim is to treat harm environments more efficiently and thoroughly by breaking cycles of abuse and violence, and facilitating appropriate services from myriad providers.

Police working within these complex harm environments apply strong investigative responses around holding perpetrators to account, and are supported by new information and intelligence systems, including the ‘Respondent Repeat Calls for Service’ program identifying high end offending. The ‘Serious Violence Team’ is comprised

of experienced and dedicated investigators specialised in identifying and treating extreme risk, and preventing homicides.

Together with the Queensland Police Service’s Specialist Prosecution Unit, the Taskforce introduced ‘Case Conferencing Strategies’ to arrive at more efficient methods of resolving domestic and family violence court matters while ensuring a supportive victim focused approach within the justice system. Evidence gathering techniques enhanced by Queensland Police Service body worn camera technology have reduced court imposts on police and minimised appearances for aggrieved persons.

The Taskforce has participated in academic presentations and research, and contributed to several conferences at state and national levels, and was awarded the ‘2017 Inaugural QPS Domestic and Family Violence Commissioner’s Outstanding Award’.

Inspector Marc Hogan
Gold Coast Domestic and Family Violence Taskforce

Statistical overview

The key outcome envisaged by Queensland's domestic and family violence reform program is a future where all Queenslanders can live safely in their homes and children can grow and develop in safe and secure environments. An examination of key sources of statistical information offers some insights in relation to Queensland's progress towards achieving that outcome.

Key domestic and family violence statistical sources provide an insight into the levels of violence being experienced in the community and the extent to which support is being sought.

These sources include:

- [Queensland Police Service Annual Statistical Reviews – number of police and private applications and breaches of domestic violence protection orders](#)
- [Magistrates Court of Queensland annual reports – number of domestic violence protection orders made by courts \(including temporary protection orders and variations to protection orders\)](#)
- [Domestic and Family Violence Death Review and Advisory Board annual reports – data and information on domestic or family violence homicides \(including intimate partner, family violence and bystander homicides\)](#)
- [DVConnect annual reports – number of calls to DVConnect's Womensline and Mensline.](#)

While statistics for the period from 2013–14 to 2015–16 saw accelerating increases in key indicators, statistics for 2016–17 demonstrate a slowing in the rate of these increases.

The number of applications for protection orders reduced marginally between 2015–16 and 2016–17, a decrease of 0.5 per cent. While breaches in protection orders grew, the 25,678 breaches recorded in 2016–17 represented only a 10.8 per cent increase on the previous year's figures, compared with the 41.4 per cent increase experienced between 2014–15 and 2015–16.

Similarly, the number of protection orders made by the courts increased only slightly from 48,547 to 50,102 (a 3.2 per cent increase) and DVConnect reported a marginal increase of 2.4 per cent in its incoming calls compared with the 44.8 per cent increase in call volumes in the previous year.

During 2016–17, 23 deaths occurred as a result of domestic and family violence homicides. While it is positive to note that this represents a slight decrease from 25 deaths in

2015–16, each of these deaths is a tragedy that underlines the gravity of domestic and family violence as a social issue.

The past financial year is also the first full year in which the new offence of strangulation in a domestic setting has been charged. Over the course of the year, 1049 cases of strangulation in a domestic setting were reported. Given that this offence was created in recognition of the status of non-lethal strangulation as a predictor of domestic homicide, this figure offers an insight into the prevalence of high risk violence being perpetrated in the community.

It is too early to identify whether the slowdown in growth of some statistics represents a trend. One possible explanation offered by stakeholders is that increases over recent years have been driven by the increased focus on domestic and family violence that has enhanced confidence in reporting of offences and encouraged victims to seek support. This would suggest that the growth in statistics is reflective of increased reporting rather than increases in levels of violence, and that increases would plateau at a certain point. Further observation, research and analysis would be necessary to determine if the current slowing in growth of statistical indicators is indicative of a levelling off in the reporting rate.

In this respect, regular assessment of community experiences of and attitudes towards domestic and family violence is an important component of determining the underlying drivers of violence and the incidence and reporting of domestic and family violence within the community.

The Australian Bureau of Statistics' 2016 Personal Safety Survey was conducted from November 2016 to June 2017, and collected information from men and women aged 18 years and over about the nature and extent of violence experienced since the age of 15. This survey was previously conducted in 2005 and 2012 and is an important longitudinal indicator of the levels of violence being experienced by the general population.

Some of the key findings of the survey include:

- [The proportion of Australians experiencing violence in the past 12 months has declined over the last decade, decreasing from 8.3 per cent in 2005 to 5.4 per cent in 2016.](#)
- [Women were nearly three times more likely to have experienced partner violence than men, with approximately one in six women \(17 per cent or 1.6 million\) and one in sixteen men \(6.1 per cent](#)

Domestic and family violence statistics¹

	2013–14	Change	2014–15	Change	2015–16	Change	2016–17
Applications for protection orders	24,160 ²	4.1% increase	25,143 ³	19.8% increase	30,125 ⁴	0.5% decrease	29,972 ⁵
Breaches of protection orders	14,579 ⁶	12.4% increase	16,388 ⁷	41.4% increase	23,176 ⁸	10.8% increase	25,678 ⁹
Protection orders made by courts	35,411 ¹⁰	7.3% increase	38,010 ¹¹	27.7% increase	48,547 ¹²	3.2% increase	50,102 ¹³
Charges of strangulation in a domestic setting					72 ¹⁴	N/A	1049 ¹⁵
Domestic and family violence homicides	22 ¹⁶	50% increase	33 ¹⁷	24.2% decrease	25 ¹⁸	8% decrease	23 ¹⁹
Calls to DVConnect's Womensline and Mensline	60,901 ²⁰	20.2% increase	73,175 ²¹	44.8% increase	105,990 ²²	2.4% increase	108,499 ²³

or 547,600) having experienced partner violence since the age of 15.

- One in four women (23 per cent or 2.2 million) and one in six men (16 per cent or 1.4 million) reported experiencing emotional abuse by a current and/or previous partner since the age of 15.²⁴

At the start of 2017, the Council engaged Enhance Research to undertake community research into the attitudes of Queenslanders towards domestic and family violence. Enhance Research conducted 20 focus groups, drawn from diverse demographic groups and locations and across Queensland, and a survey that completed by a representative sample of almost 1500 Queenslanders.

The research revealed that Queenslanders recognise domestic and family violence as an important social issue,

overwhelmingly view violence as inexcusable and support government action to address the issue. The research also identified areas where there is scope for Queenslanders to develop their understandings of and attitudes towards domestic and family violence. It revealed that while people view domestic and family violence as common, people are less likely to view violence as a phenomenon occurring in their own community, and view their own contact with violence as out of the ordinary, rather than part of a wider problem.

Under the *Evaluation Framework for the Domestic and Family Violence Prevention Strategy*, further regular surveys of community attitudes and perceptions will be undertaken, to ensure that attitudinal changes are being measured over time.

1 Figures may have been adjusted from previous Council reports due to updates to data held by relevant agencies. Figures used in this document have been taken from the most up-to-date sources available.

2 *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland*, p. 48

3 Queensland Police Service Annual Statistical Review 2016–17, p. 25

4 *Ibid.*, p. 24-25

5 *Ibid.*

6 *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland*, page 48

7 Queensland Police Service Annual Statistical Review 2016–17, p. 25

8 *Ibid.*

9 *Ibid.*

10 Magistrates Court of Queensland Annual Report 2013–14, p. 54

11 *Ibid.*, p.53

12 Magistrates Court of Queensland Annual Report 2015–16, p. 51

13 Figure provided by Office of the Chief Magistrate

14 Queensland Police Service Annual Statistical Review 2016–17, p. 25. Offence created from May 2016.

15 *Ibid.*

16 Domestic and Family Violence Death Review and Advisory Board Annual Report 2016–17, p. 35

17 *Ibid.*

18 *Ibid.*

19 *Ibid.*

20 DVConnect Annual Report 2013–14, pp. 10, 13

21 DVConnect Annual Report 2014–15, pp. 10, 12

22 DVConnect Annual Report 2015–16, p. 27

23 Figure provided by the Department of the Premier and Cabinet

24 Australian Bureau of Statistics' 2016 Personal Safety Survey, accessed at www.abs.gov.au/ausstats/abs@.nsf/mf/4906.o#Endnote2 on 19 December 2017.

Conclusions

The reporting period from 1 December 2016 to 30 November 2017 has seen significant and positive progress in the implementation of the recommendations of the *Not Now, Not Ever* report and the Domestic and Family Violence Prevention Strategy, with an additional 45 recommendations completed.

This section identifies issues and aspects of the reform program critical to maintaining progress going forward and achieving the three foundational elements that underpin the Domestic and Family Violence Prevention Strategy:

1. a significant shift in community attitudes and behaviours
2. an integrated response system that delivers the services and support that victims and perpetrators need
3. a stronger justice system response that will prioritise victim safety and hold perpetrators to account.

Foundational element 1: A significant shift in community attitudes and behaviours

- Supporting outcome 1: Queenslanders take a zero tolerance approach to domestic and family violence
- Supporting outcome 2: Respectful relationships and non-violent behaviour are embedded in our community
- Supporting outcome 3: Queensland community, business, religious, sporting and all government leaders are taking action and working together
- Supporting outcome 4: Queensland's workplaces and workforce challenge attitudes contributing to violence and effectively support workers

The most recent reporting period was marked by continued momentum in pursuing a shift in community attitudes and behaviours towards domestic and family violence. Discussions of the incidence of domestic and family violence, and associated issues of attitudes towards women, have continued to command significant community attention over the previous year, and this ongoing dialogue is contributing towards a more sophisticated community understanding of the issue.

The completion of reviews into the impact of domestic and family violence on **people with disability** and on the nature and prevalence of **elder abuse** are timely achievements. As the Queensland community deepens its understanding of domestic and family violence, it is well placed to engage with and respond to different experiences of violence, such as those experienced by people with a disability and the elderly. The Council will continue to monitor the outcomes of these reviews and associated policy responses, including raising community awareness and enhancing service delivery for these cohorts of the population.

The completion of the first campaign under the *Domestic and Family Violence Prevention Engagement and Communication Strategy 2016–2026—Stop the Hurting – End Domestic Violence*—is an important milestone in the delivery of the long-term program of cultural and attitudinal change envisaged in the *Not Now, Not Ever* report. The Council will continue to oversee the delivery of the strategy, including the roll-out of future campaigns programmed to occur throughout 2018.

While communication campaigns can play an important role in influencing community attitudes, deep and sustainable change cannot be imposed by governments alone, and must be supported from within communities themselves. The Council supports **community efforts** to combat domestic and family violence, and encourages local governments, businesses and community groups to initiate such action in ways appropriate to the needs of individual communities.

The Council has identified **local engagement** as a key focus area critical to the long-term success of the reform program, as well as **justice and service integration, health and education**. The Council will continue to pursue discussions with relevant departments, organisations and peak bodies about progress and initiatives that can support the reform process and contribute towards long-lasting community change.

Another important issue facing the reform program is how it sustains momentum following the successful implementation of a number of recommended measures. Several tranches of recommendations relating to foundational element 1—those relating to schools, workplaces and the health sector—are substantially completed. The challenge that remains is for the relevant sectors to continue to **embed the practices** associated with these recommendations as an ongoing priority. This will be an important issue to negotiate going forward.

Central to assessing the efficacy of measures already implemented and maintaining momentum and direction for future action will be the *Evaluation Framework for the Domestic and Family Violence Prevention Strategy*. While the work of the Council tracks the implementation of recommendations, it is only through evaluation that we can measure the effectiveness of reforms. Opportunities remain to use data to get a better understanding of the nature of domestic and family violence in Queensland. When examining individual initiatives, it will be important to determine not only what has been achieved but also, the difference that initiatives have made in terms of outcomes. With this in mind, the Council looks forward to ongoing progress of flagship evaluations, reviews, indicators and capacity building measures to develop the evidence base upon which future reforms will be based.

Foundational element 2: An integrated response system that delivers the services and support that victims and perpetrators need

- Supporting outcome 5: Victims and their families are safe and supported
- Supporting outcome 6: Perpetrators stop using violence and are held to account

The centrepiece of the *Not Now, Not Ever* report's service delivery recommendations was the development of an integrated service response model. High risk teams have now commenced operation as part of broader **integrated service responses** being trialled in Logan-Beenleigh, Mount Isa and Cherbourg, with further high risk teams scheduled to commence in Brisbane, Cairns/Mossman, Ipswich, Mackay and Moreton Bay.

The Queensland Government has made a significant investment in provision of additional services, including new shelters, specialist counselling services, safety upgrade programs and perpetrator programs, to ensure equitable access to support services for people affected by domestic and family violence across the state. The **funding and investment model** will be a key guiding document in ensuring future funding decisions are transparent and informed by data indicating areas of specific need.

Perpetrator programs are an important element of a domestic and family violence response. Engagement with perpetrators of domestic and family violence has the capacity to enhance both victim safety and perpetrator accountability, and to facilitate behaviour change. The review of practice standards for perpetrator programs should bring new consistency to this area that can be built on going forward. Perpetrator programs are delivered in a range of settings, from community to custodial environments, and a range of approaches are taken. The Council will examine Queensland's approach to perpetrator interventions in more detail over the next 12 months, and explore the extent to which Queensland's systems are adapted to making such interventions as effective as possible.

As efforts to enhance Queensland’s service response to domestic and family violence have progressed, the importance of developing a response that meets the specialised needs of different cohorts of the Queensland population has come into focus.

As a population, **Aboriginal and Torres Strait Islander Queenslanders** experience domestic and family violence at rates higher than the general population. Aboriginal and Torres Strait Islander experiences of violence are also often contextually different from the experience of the general population, with the legacies of colonisation and associated trauma being fundamental to the environment in which violence occurs. As Queensland’s service response to domestic and family violence develops and grows, it is imperative that the capacity to understand and meet the needs of Aboriginal and Torres Strait Islander Queenslanders in remote, rural and urban environments is developed as a core aspect of Queensland’s service response.

The past 12 month reporting period has seen important engagement with stakeholders regarding improving service responses for **people with disability** affected by domestic and family violence. Efforts have been made to articulate existing shortcomings and identify possible service delivery solutions for people with disability. Further work is being undertaken to develop this action into service approaches that ensure access to safety and support services for people with disability. The Council looks forward to continuing developments in this area.

Foundational element 3: A stronger justice system response that will prioritise victim safety and hold perpetrators to account

- Supporting outcome 6: Perpetrators stop using violence and are held to account
- Supporting outcome 7: The justice system deals effectively with domestic and family violence

The delivery of a number of law and justice related initiatives has been completed over the previous year. The completion of the evaluation of the trial of the Specialist Domestic and Family Violence Court at Southport confirmed the value of the approach and preceded the announcement of **specialist domestic and family violence court** approaches in five locations—Southport, Beenleigh, Townsville, Palm Island and Mount Isa, the latter two being serviced by the circuiting of the Townsville-based Magistrates.

Court facilities at Southport have been upgraded to support the specialised service the court provides to parties impacted by domestic and family violence. The outcomes delivered by these courts around the state will be the subject of keen interest as their operations are finalised.

The **Community Justice Group domestic and family violence enhancement project** has focused on working with discrete Indigenous communities to develop their capacity to deal with domestic and family violence at a local level. With service agreements now in place in four communities around the state and a range of capacity building activities having been undertaken, the Council looks forward to further reports on the progress of the project. Discrete Indigenous communities face some of the biggest challenges in relation to domestic and family violence, experiencing both elevated levels of violence and the logistical complexities associated with their often remote locations. Identifying approaches and practices that effectively address violence in these communities is a priority.

The **Queensland Police Service** has been developing its capacity to respond effectively to domestic and family violence, with a range of initiatives building the organisation’s internal expertise and the sophistication of its approach to domestic and family violence matters. The Queensland Police Service’s work to effect cultural change, to engage with the complexities posed by domestic and family violence, such as the specialised needs of cohorts such as people with disability, and the organisation’s efforts to develop and recognise excellence in domestic and family violence policing are positive developments.

Looking forward

At the conclusion of the Council's second year of operation, the majority of the recommendations of the *Not Now, Not Ever* report have been implemented, with implementation of all government-led recommendations commenced.

The framework for significant changes to community, service delivery and justice systems has been established, and a range of policies, reports, guidelines, training programs and resources have been completed. This has been achieved due to the efforts of a range of government agencies, frontline service delivery organisations and non-government stakeholders.

Consistent with its previous reports, the Council emphasises the ongoing importance of a whole-of-community effort towards achieving lasting community change, including the continued importance of collaborative, cross-sectoral and broader community efforts to achieve this change.

While important progress has been made, statistical indicators remind us that domestic and family violence remains as urgent a problem as ever. Queensland courts

made more domestic violence orders and more domestic violence orders were breached in 2016–17 than ever before. While Queensland can rightly be proud of the progress it has made in the implementation of reforms, we should not lose sight of the fact that levels of violence remain high. The burden of this violence overwhelmingly falls on victims, their families and the frontline workers who support them and the Council acknowledges their experiences and efforts.

At the time the Council prepared its last report, it was concerned to ensure that community momentum for change in relation to domestic and family violence was not lost. This has not occurred to date. Domestic and family violence has continued to be a focus for community attention and action and public discussion around the issue has built on initial levels of interest in this issue.

The Council commends the efforts of the individuals and organisations in the Queensland community who have worked to carry these conversations forward. Queensland is well positioned to convert this public discussion into long-term cultural change but to do so, efforts to champion such discussion must be maintained. As part of its activities over the forthcoming year, the Council will continue to advocate for these efforts across the community.

Appendix 1 – Domestic and Family Violence Implementation Council members



**Ms Kay McGrath OAM
(Chair)**

Ms McGrath is an award-winning journalist and presenter with 40 years' experience in the media. She has presented prime time news bulletins in Queensland for 32 years. In addition to her

journalism, Ms McGrath has worked as a facilitator, speaker and Master of Ceremonies and supports a variety of community causes. She is patron of the Daniel Morcombe Foundation, former patron and co-founder of Protect all Children Today, an Ambassador for Act for Kids and Vice Patron of the Queensland Breast and Prostate Cancer Association. She is also the face of Women in Media Queensland.



**Mr Lance Hockridge
(Deputy Chair)**

Mr Hockridge is the former Chief Executive Officer of Aurizon Holdings. He is the founding member of Queensland's 'Male Champions of Change' group that is leading diversity initiatives

in the workplace in Queensland. Mr Hockridge won the Australian Human Resource Institute Diversity Chief Executive Officer Champion of 2014. He has enabled a partnership with the Australian National Committee of United Nations (UN) Women and has spoken at UN Women business events across Australia. Mr Hockridge is the Chairman of the Salvation Army's South Queensland Advisory Board and a private sector member of the Australian Government's Department of Defence Force Gender Equality Advisory Board.



**Associate Professor
Kathleen Baird**

Associate Professor Baird holds a joint appointment as Senior Lecturer in Midwifery, School of Nursing and Midwifery at Griffith University and Director of Midwifery and Nursing Education, Women's

and Newborn Services at Gold Coast University Hospital. Associate Professor Baird has been a midwife since 1996 and has clinical experience in a variety of positions. In her academic career, which stretches over a decade and two continents, Associate Professor Baird has focused on women's experiences of domestic violence during pregnancy. Her current appointments include Director of the Centre of Women's and Newborn Research and Visiting Scholar for Metro South and Bayside Hospitals.



Ms Faiza El-Higzi

Ms El-Higzi is a Board Director with the Queensland Council of Social Service and has extensive experience in multicultural affairs, including working with refugees and asylum seekers. She holds many advisory positions in

community organisations and peak bodies such as the Queensland Council of Social Service and the Queensland African Communities Council, and is a respected Muslim community leader.

Ms El-Higzi has experience in strategic policy at both state and federal levels and holds a number of post-graduate qualifications. She is currently undertaking PhD research on gender studies at the The University of Queensland.



Mr Lachlan Heywood

Council member until October 2017

Mr Heywood is the Executive Editor of the Daily Mail Australia. During his time with the Council, Mr Heywood was the editor of The Courier-Mail and was previously the editor of the Townsville Bulletin and Townsville

Sun newspapers. His previous positions include Deputy Editor of the Sunday Mail in Brisbane and Chief of Staff at The Courier-Mail. Mr Heywood has more than 20 years' experience in communications and media.



Mrs Denise Kostowski

Mrs Kostowski is the Principal of Forest Lake State High School. Prior to this, she was the Principal of Spinifex State College in Mount Isa. She has been actively involved and committed to the delivery of quality education programs

to students in rural and remote Queensland schools for more than 25 years. Mrs Kostowski has been recognised for her outstanding leadership by the Principals Australia Institute.



Mr Ian Leavers

Mr Leavers is the General President and Chief Executive Officer of the Queensland Police Union of Employees, a role he has held since 2009, and is a currently serving police officer. Mr Leavers began his police career in 1989

and has worked in General Duties, the Traffic Branch, the Accident Investigation Squad, the Criminal Investigation Branch and the Child Protection Investigation Unit. Mr Leavers serves on several boards, including as a director of QBANK, WorkCover Queensland, Vice-President of the Police Federation of Australia, and is a previous member of the Queensland Government's Work Health and Safety Board. Together with his extensive policing qualifications, he is also a graduate of the Australian Institute of Company Directors.



Ms Natalie Lewis

Ms Lewis is the Chief Executive Officer of Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP). QATSICPP aims to lead, support, resource and build the capacity of Aboriginal and Torres Strait

Islander agencies who work alongside parents, families and communities to improve the safety and wellbeing of Aboriginal and Torres Strait Islander children and young people. Ms Lewis has worked in the USA developing and implementing juvenile diversion programs and gang prevention programs in collaboration with government agencies and law enforcement.



Ms Karni Liddell

Ms Liddell is a disability specialist and a National Disability Insurance Scheme Ambassador and Advisor for the State of Queensland. Ms Liddell is one of Australia's most successful and well-respected Paralympic

swimmers and has worked as a social worker, trainer and assessor, radio presenter/journalist and public speaker.



Mr Darren Lockyer

Mr Lockyer is a former professional rugby league footballer, captaining the Brisbane Broncos, Queensland and Australian Kangaroos. He has been highly sought as an ambassador and motivational speaker for various brands and

the media. He is currently a Channel Nine commentator, a contributor for The Courier-Mail and an ambassador for Origin Energy, One Key Resources, NRL and the Brisbane Broncos. Mr Lockyer has been involved in a number of charity endeavours including the Life Education Awards and visits to Brisbane's Children's Hospital.



Ms Kathryn McMillan QC

Ms McMillan is a barrister and mediator practicing primarily in all aspects of Administrative Law, Family Law, Civil/Human Rights and Discrimination and Child Protection Law. She has a long-term interest in the legal

issues around bioethics as well as domestic and family violence. Ms McMillan is also an Adjunct Professor at the TC Beirne School of Law, The University of Queensland.



Mr Edward Mosby

Mr Mosby is a psychologist with Wakai Waian Healing and has worked at the Helem Yumba Central Queensland Healing Centre. The Helem Yumba model of care for Aboriginal and Torres Strait Islander families prioritises

the safety of victims and families while working with perpetrators of domestic and family violence in a culturally appropriate manner. Mr Mosby was a member of the COAG Advisory Panel on Reducing Violence against Women and their Children and has presented and published on a number of topics including addressing Indigenous males on family violence and working with Aboriginal and Torres Strait Islander families.



Ms Janette Phelan

Ms Phelan is a psychologist who has worked in private practice, education, guiding and church organisations. She is currently working in private practice and as Mission Action Partner for Churches of Christ in Queensland and is a

member of the newly established Churches of Christ in Queensland Domestic and Family Violence Prevention Taskforce. She previously worked as a Disaster Recovery Trauma Counsellor in the wake of the 2011 Queensland floods and has had a range of coordinating and teaching roles in Queensland and Victorian schools. Ms Phelan has also undertaken a range of voluntary work, including board appointments, lecturing and couples counselling.



Dr Wendell Rosevear OAM

Dr Rosevear is a General Practitioner and Director of Stonewall Medical Centre and has worked in the areas of drug and alcohol rehabilitation, suicide prevention, rape and sexual abuse, gay, lesbian, intersex and

transgender health, HIV/AIDS, counselling, and prisoner health. Dr Rosevear is the founder of the Gay and Lesbian Alcohol and Drug support group (GLADS), the Men Affected by Rape and Sexual Abuse support group (MARS), and co-founder of the Gay and Lesbian Health Service.



Professor Annabel Taylor

Professor Taylor joined Central Queensland University in 2014 as Director of the Queensland Centre for Domestic and Family Violence Research. In 2015 she was appointed to the Queensland Child Death Review Panel. Her

research and publications have encompassed criminal justice, social work, and gender-based violence. She has completed national Australian and New Zealand projects investigating domestic and family violence, and child abuse. Professor Taylor has been a pioneer in introducing extensive domestic and family violence education and training options at both Higher Education and Vocational levels in partnership with Central Queensland University.



Ms Karyn Walsh AM

Ms Walsh is the Chief Executive Officer of Micah Projects that provides a range of support and advocacy services to individuals and families. Ms Walsh has 37 years' experience in the community sector developing

organisations and implementing programs to create opportunities for personal and social change. She has been involved in a range of projects including homelessness partnerships, inclusive health partnerships, the work of Lotus Place, mental health and disability services and domestic and family violence services.

Ex-officio members



Judge Ray Rinaudo AM

Judge Rinaudo is a Judge of the District Court and the current Chief Magistrate of Queensland. Prior to commencing as Chief Magistrate, His Honour served as a Queensland Magistrate for 10 years throughout South East

Queensland and regional Queensland. His Honour has extensive experience in alternate dispute resolution and international experience in teaching mediation both in Hong Kong and Malaysia as well as locally, having taught in Arbitration and Mediation at The University of Queensland. Judge Rinaudo has also held the positions of President of the Queensland Law Society, Crime and Misconduct Commissioner and Legal Aid Commissioner. Judge Rinaudo is Adjunct Professor in the School of Social Science, The University of Queensland.



Dr Graham Fraine

Council member until November 2017

While a member of the Council, Dr Fraine was the Deputy Director-General of Policy Division in the Department of the Premier and Cabinet. In this role, Graham was responsible for developing specific policy advice for the

Premier on key issues, providing high level strategic social, environment and economic policy advice for the Premier and Cabinet and the implementation of key government decisions. Graham has more than 20 years' experience in public policy development and social science research specialising in transportation, program development, and service delivery.



Ms Natalie Parker

Council member until November 2017

Ms Parker is the Director of Domestic and Family Violence Court Reform and was previously the Director of Child Safety in the Department of Justice and Attorney-General. Ms Parker practised as a social worker and

as a solicitor before becoming a policy officer with the Queensland Government. She worked at Women's House in the mid-1980s and so has a practical understanding of the impacts of domestic and family violence on women and their children. She has worked for the Department of Justice and Attorney-General since the early 2000s and led the development of legal frameworks for Victim Assist Queensland and the Public Guardian.



Deputy Commissioner Brett Pointing

Council member until November 2017

While a member of the Council, Mr Pointing was Deputy Commissioner in the Queensland Police Service. Deputy Commissioner Pointing joined

the Queensland Police Service in 1978 and during his career has performed a range of roles around the state. His service has been recognised with the awarding of the Queensland Police Service Medal, the Australian Police Medal, the National Police Service Medal and Queensland Flood and Cyclone Citation. During the 2010–2011 season of disasters, Deputy Commissioner Pointing was appointed the Executive Officer to the State Disaster Coordination Group. Deputy Commissioner Pointing accepted the position of Deputy Commissioner (Regional Operations) on 1 January 2013 and took responsibility for coordinating the disaster recovery of Bundaberg and North Burnett Regional Council areas. In October 2015, Deputy Commissioner Pointing transitioned to lead the Strategy, Policy and Performance portfolio for the Queensland Police Service.



Ms Merrilyn Strohfeldt

Council member until November 2017

While a member of the Council, Ms Strohfeldt was the Deputy Director-General, Service Delivery and Practice in the Department of Communities, Child Safety and Disability Services. In this role, she was responsible for commissioning

domestic violence support services, as well as the safety and wellbeing of children impacted by domestic violence. Ms Strohfeldt has extensive experience in the delivery of services to vulnerable people and has worked across Australian and state government jurisdictions, the not-for-profit sector, and private industry. Ms Strohfeldt's qualifications include an Executive Masters in Public Administration from Griffith University and the Australian New Zealand School of Government, and a Bachelor of Speech Pathology from The University of Queensland.

Appendix 2 – Organisations consulted

Office of the Public Advocate Queensland	Council meeting of 12 July 2017
Queenslanders with Disability Network	Council meeting of 12 July 2017
WWILD (Working alongside people With Intellectual and Learning Disabilities)	Council meeting of 12 July 2017
Brisbane Domestic Violence Service, Micah Projects	Council meeting of 12 July 2017
DVConnect	Council meeting of 12 July 2017
The University of Melbourne	Council meeting of 1 September 2017
Kummara Association Inc.	Council meeting of 1 September 2017
CREATE Foundation	Stakeholder reception of 1 September 2017
Key Assets The Children's Services Provider	Stakeholder reception of 1 September 2017
YFS Ltd	Stakeholder reception of 1 September 2017
Protect All Children Today Inc.	Stakeholder reception of 1 September 2017
Community Services Industry Alliance	Stakeholder reception of 1 September 2017
NAPCAN	Stakeholder reception of 1 September 2017
Kanbu Aboriginal and Torres Strait Islander Corporation for Health	Stakeholder reception of 1 September 2017
Caboolture Regional Domestic Violence Service Inc.	Stakeholder reception of 1 September 2017
Save the Children	Stakeholder reception of 1 September 2017
yourtown	Stakeholder reception of 1 September 2017
Daniel Morcombe Foundation	Stakeholder reception of 1 September 2017
Griffith University	Stakeholder reception of 1 September 2017
Women's Legal Service Queensland	Stakeholder reception of 1 September 2017
DVConnect	Stakeholder reception of 1 September 2017
Ending Violence Against Women Queensland	Stakeholder reception of 1 September 2017
Mercy Community Services	Stakeholder reception of 1 September 2017
Churches of Christ in Qld	Stakeholder reception of 1 September 2017
Relationships Australia Queensland	Stakeholder reception of 1 September 2017
The Benevolent Society	Stakeholder reception of 1 September 2017
Life Without Barriers	Stakeholder reception of 1 September 2017
UnitingCare Community	Stakeholder reception of 1 September 2017
Queensland Family and Child Commission	Stakeholder reception of 1 September 2017
PeakCare Queensland	Stakeholder reception of 1 September 2017
Our Watch	Meeting on 3 October 2017
YFS Ltd	Council visit to Logan on 18 October 2017
R4 Respect Youth Ambassadors, YFS Ltd	Council visit to Logan on 18 October 2017
Logan City Council: Logan City of Choice	Council visit to Logan on 18 October 2017
Rotary Club of Logan	Council visit to Logan on 18 October 2017
Access Community Services Limited	Council visit to Logan on 18 October 2017
99 Steps Program, Access Community Services Limited	Council visit to Logan on 18 October 2017
Logan Youth Justice Service Centre	Council visit to Logan on 18 October 2017
Logan Women's Health and Wellbeing Centre Limited	Council visit to Logan on 18 October 2017

Intensive Family Support Service Logan, Uniting Care Queensland	Council visit to Logan on 18 October 2017
Gallang Place	Council visit to Logan on 18 October 2017
Health Justice Partnership, Women's Legal Service	Council visit to Logan on 18 October 2017
Working Against Violence Support Service (WAVSS)	Council visit to Logan on 18 October 2017
Centre Against Sexual Violence	Council visit to Logan on 18 October 2017
Centacare Family and Relationship Service	Council visit to Logan on 18 October 2017
R4 Respect Strategy Ambassadors	Council visit to Logan on 18 October 2017
MultiLink Community Services Inc	Council visit to Logan on 18 October 2017
Strong Women Talking 'Marigurim Mubi Yangu'	Council visit to Logan on 18 October 2017
Murri Sisters Inc.	Council visit to Logan on 18 October 2017
Mercy Community Services	Council visit to Logan on 18 October 2017
Ganyjuu, Court Support	Council visit to Logan on 18 October 2017
Murrigunyah Healing Centre	Council visit to Logan on 18 October 2017
Logan Community Elders	Council visit to Logan on 18 October 2017
Domestic Violence Prevention Centre	Council visit to Logan on 18 October 2017
Mayor of Redland City Council	Meeting on 24 October 2017 (Local Government)
Local Government Association of Queensland	Meeting on 24 October 2017 (Local Government)
The Royal Australian and New Zealand College of Obstetricians and Gynaecologists	Update for progress report, 24 November 2017
The Royal Australian College of General Practitioners	Update for progress report, 23 November 2017
CheckUP	Update for progress report, 23 November 2017
Queensland Law Society	Update for progress report, 23 November 2017
Australia's CEO Challenge	Update for progress report, 23 November 2017
Australian College of Midwives	Update for progress report, 23 November 2017
Queensland Catholic Education Commission	Update for progress report, 23 November 2017
Independent Schools Queensland	Update for progress report, 23 November 2017
Brisbane North Primary Health Network	Update for progress report, 23 November 2017
Brisbane South Primary Health Network	Update for progress report, 23 November 2017
Gold Coast Primary Health Network	Update for progress report, 23 November 2017
Darling Downs and West Moreton Primary Health Network	Update for progress report, 23 November 2017
Western Queensland Primary Health Network	Update for progress report, 23 November 2017
Central Queensland, Wide Bay and Sunshine Coast Primary Health Network	Update for progress report, 23 November 2017
Northern Queensland Primary Health Network	Update for progress report, 23 November 2017



