# Domestic and family violence

## The steps you can take

Easy Read guide

## How to use this guide

The Queensland Government wrote this guide. When you see the word ‘we’, it means The Queensland Government.

We wrote this guide in an easy to read way.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

This Easy Read guide is a summary of some pages from a website.   
This means it only includes the most important information.

You can visit the website at [www.qld.gov.au/neverokay](http://www.qld.gov.au/neverokay)

You can ask for help to read this guide. A friend, family member or support person may be able to help you.

This guide is very long.

It has a lot of information.

You don’t have to read the whole guide.

You can just read the parts that could help you.

In this guide, we talk about some things that might upset you.

If you get upset and need support, there are services you can contact.

You can find their contact details on page 15.

You can find more information on our website – [www.qld.gov.au/neverokay](http://www.qld.gov.au/neverokay)

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## What is domestic and family violence?

**Domestic and family violence** is when you are hurt, controlled or scared by someone close to you.

Under Queensland’s law, domestic and family violence can happen in different types of **relationships**.

Your relationship with someone is how you are connected to them.

Domestic and family violence can happen in a romantic relationship   
with your:

* boyfriend, girlfriend or partner
* husband or wife.

It can happen:

* in your romantic relationship now
* after a romantic relationship ends.

Domestic and family violence can happen in a relationship with a member of your family.

This could mean a:

* parent
* brother or sister
* adult child
* aunt or uncle
* cousin
* grandparent.

You can also have a family relationship with your:

* other relatives
* **kin**
* **stepfamily**.

Your kin are people you call your family.

Your stepfamily are people you are related to by marriage.

Domestic and family violence can happen in a relationship with   
your **informal carer**.

Your informal carer is someone who helps you with daily tasks.

They can be:

* your family
* your friends
* other people in your community
* your neighbour.

An informal carer is not the same as a disability support worker.

Domestic and family violence is never ok.

If you think you are experiencing **violence** or **abuse** in a relationship   
we haven’t talked about, you can still get help.

Violence is when someone hurts your body.

Abuse is when someone treats you badly.

You can learn more about domestic and family violence on our website – [www.qld.gov.au/neverokay](http://www.qld.gov.au/neverokay)

You can get help if you think you might be experiencing domestic   
and family violence.

You can talk to:

* the police
* domestic and family violence services
* someone you trust.

If you are in danger now:

* call TripleZero – **000**
* ask for the police.

If you can’t make a phone call because you aren’t safe, you can   
contact the police online – [www.police.qld.gov.au/reporting](http://www.police.qld.gov.au/reporting)

There are other steps you can take.

We explain the other steps you can take on the following pages.

## The steps you can take

There are steps you can take if think you might be experiencing domestic and family violence.

### Talk to someone you trust

There are services you can talk to if you experience domestic and   
family violence.

They will listen to you.

They can give you advice.

These services can be:

* organisations
* individuals, like your doctor.

These services include:

* DVConnect Womensline
* WWILD
* 1800RESPECT.

You can find more information about these services on page 15.

They can help women who might need **accessible** information.

When something is accessible, everyone can use it.

These women can be:

* women with disability
* Aboriginal and Torres Strait Islander women
* women who speak or read languages other than English
* women from different backgrounds and **cultures**.

Your culture is:

* your way of life
* how you think or act now because of how you grew up.

You can find information about services for Aboriginal and Torres Strait   
Islander women on page 21.

You can find information about services for women from different   
backgrounds and cultures on page 22.

The Queensland Government has a form you can use to find support in   
your local area – [www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support](http://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support)

### Find a disability advocacy organisation

A disability **advocacy organisation** can:

* support you
* speak up for you
* help protect your **rights**
* give you information and advice.

Rights are rules about how everybody should be treated.

A disability advocacy organisation can help you find a domestic and   
family violence service.

There are disability advocacy organisations in Queensland that can   
help you.

They include:

* Queensland Advocacy Inc (QAI)
* Aged and Disability Advocacy Australia.

You can find more information about these services on page 17.

### Make a safety plan

A safety plan can help you:

* feel safe
* when you are at risk of domestic and family violence.

A safety plan can help you:

* stay safe in your relationship
* stay safe when you want to leave a relationship
* leave your home when you experience domestic and family violence.

You can talk to a domestic and family violence service to help you   
make a safety plan, such as:

* 1800RESPECT
* DVConnect Womensline.

You can find more information about these services on page 15.

They can support you if you need:

* support to communicate
* support to move or get around
* special care.

### Find a safe place to stay

If you leave your home when you experience domestic and family   
violence, you will need a safe place to stay.

You might stay with someone you know and trust.

You might go to a **women’s shelter**.

A women’s shelter is a safe place for women and children to stay when   
they experience domestic and family violence.

There are women’s shelters where women who need support to move   
or get around can stay.

Some women who experience domestic and family violence are at   
risk of becoming **homeless**.

People who are homeless do not have a home.

They must find a place to sleep each night.

There are services that can help you find a safe place to stay, such as:

* DVConnect Womensline
* Homeless Hotline.

You can find more information about these services on page 18.

### Protect your children

There are services that can help keep your children safe if you experience domestic and family violence.

They include:

* DVConnect Womensline
* Family and Child Connect.

You can find more information about these services on page 15 and page 19.

You can also talk to people you trust about domestic and family violence   
services for your children.

These people can be:

* doctors
* nurses
* teachers.

### Find a safe place for your pets

You might want to take your pets with you when you want to leave your:

* relationship
* partner
* home.

It might be hard to take your pets with you.

There are services to help:

* you
* your pets.

They include:

* RSPCA Queensland
* Pets in Crisis.

You can find more information about these services on page 19.

### Get help with money

You will need money if you decide to leave your home because of   
domestic and family violence.

But you shouldn’t let money stop you from leaving your home.

There are steps you can take to make sure you can get the money   
you need.

It is important to have a safety plan in place before you take any steps   
about money.

There is information about safety planning on page 9.

There are services that can help you.

They include:

* Women’s Legal Service Queensland
* National Debt Helpline
* Victim Assist Queensland.

You can find more information about these services on page 19.

The Australian government might be able to help you if you need money.

Services Australia (Centrelink) might be able to give you a payment if   
you have experienced domestic and family violence.

Website – [www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment-extreme-circumstances-family-and-domestic-violence](http://www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment-extreme-circumstances-family-and-domestic-violence)

The Payments and Service Finder can help you understand what   
payments and services you might be able to get.

Website – [www.centrelink.gov.au/custsite\_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en\_US#stay](http://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay)

The Queensland government might be able to help you if you   
need money.

[www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime/financial-assistance](https://www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime/financial-assistance)

### Report domestic and family violence

You can report domestic and family violence.

If you are in danger now:

* call TripleZero – **000**
* ask for the police.

If you aren’t in danger now, you can report domestic and family violence   
to Policelink.

Phone – **13 14 44**

Website – [www.police.qld.gov.au/reporting](http://www.police.qld.gov.au/reporting)

### Get legal help

If you need legal support and advice, there are services you can use.

They include:

* Victim Assist Queensland
* Legal Aid Queensland
* Community Legal Centres Queensland
* Women’s Legal Service Queensland.

You can find more information about these services on page 20.

### Support for Aboriginal and Torres Strait Islander women

**It’s important you get supports that respect your:**

* **culture**
* **needs.**

There are services that are culturally safe.

You can find more information about these services on page 21.

They include:

* Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ)
* Aboriginal and Torres Strait Islander Legal Service (ATSILS)
* Queensland Indigenous Family Violence Legal Service (QIFVLS)
* Gallang Place.

### Support for women from different cultures

There are services that support women from different cultures who experience domestic and family violence.

They include:

* AMPARO Advocacy
* Immigrant Women’s Support Services (IWSS)
* Refugee and Immigration Legal Services (RAILS).

You can find more information about these services on page 22.

### Staying safe online

There are things you can do to stay safe online.

The Queensland Government has information about staying safe when   
you use:

* the internet
* technology, like your phone or computer.

Website – [www.qld.gov.au/help/tips-to-browse-safely-online](http://www.qld.gov.au/help/tips-to-browse-safely-online)

Website – [www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/how-can-i-stay-safe/how-can-i-safely-use-technology/technology-safety-planning](http://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/how-can-i-stay-safe/how-can-i-safely-use-technology/technology-safety-planning)

The eSafety Commissioner has information about:

* staying safe online
* keeping your information private.

There are videos you can watch to learn how to stay safe online.

Website – [www.esafety.gov.au/women/domestic-family-violence](http://www.esafety.gov.au/women/domestic-family-violence)

## Services that can help you

DVConnect Womensline

DVConnect Womensline is a phone service for women in Queensland   
who experience domestic and family violence.

This includes women in Queensland:

* from different backgrounds and cultures
* of any age
* with disability.

Phone – **1800 811 811**

24 hours a day 7 days a week

Website – [www.dvconnect.org/womensline](https://www.dvconnect.org/womensline/)

WWILD

WWILD is a support service for Queensland women with **intellectual   
disability** who experience:

* domestic and family violence
* **sexual abuse**.

An intellectual disability affects how well you can:

* learn new things
* solve problems
* communicate
* do things on your own.

Sexual abuse is when someone:

* makes you do sexual things you don’t want to do
* does something sexual to you that you don’t want them to do.

Phone – **(07) 3262 9877**

9am–4:30pm Monday to Friday

Website – [www.wwild.org.au](http://www.wwild.org.au)

1800RESPECT

1800RESPECT is a phone service for people around Australia who   
experience domestic and family violence.

Phone – **1800 737 732**

Online chat – [chat.1800respect.org.au](http://www.chat.1800respect.org.au)

24 hours a day 7 days a week

Website – [www.1800respect.org.au](http://www.1800respect.org.au)

They also have an app for women with disability called Sunny.

Website – [www.1800respect.org.au/sunny](https://www.1800respect.org.au/sunny)

You can download Sunny to your phone or tablet.

Sunny can help you:

* find people who can help you
* know what your **rights** are.

Rights are rules about how everybody should be treated fairly.

Sexual Assault Helpline

If you experience sexual assault, you can contact the   
Sexual Assault Helpline.

Phone – **1800 010 120**

7:30am–11:30pm 7 days a week

Website – [www.dvconnect.org/sexual-assault-helpline](http://www.dvconnect.org/sexual-assault-helpline%20)

Victim Assist Queensland (VAQ)

Victim Assist Queensland helps all women that experience domestic   
and family violence.

Phone – **1300 546 587**

9am–5pm Monday to Friday

Email – [victimassist@justice.qld.gov.au](mailto:victimassist@justice.qld.gov.au)

Email – [firstnationspeople@justice.qld.gov.au](mailto:firstnationspeople@justice.qld.gov.au)

Website – [www.qld.gov.au/law/crime-and-police/victim-assist-queensland](http://www.qld.gov.au/law/crime-and-police/victim-assist-queensland)

## Disability advocacy organisations

Queensland Advocacy Inc (QAI)

QAI speak up for people with disability.

Phone – **(07) 3844 4200**

9:00am–5:00pm Monday to Friday

Website – [www.qai.org.au](https://www.qai.org.au/)

Aged and Disability Advocacy (ADA) Australia

ADA Australia is an advocacy organisation that supports:

* older people
* people with disability.

Phone – **1800 818 338**

Phone – **(07) 3637 6000**

9am–4pm Monday to Friday

Website – [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

## ****Services that can help you find a safe place to stay****

**Ask Izzy**

Ask Izzy is a website where you can search for:

* nearby shelters
* housing
* food
* healthcare
* homeless information.

Website – [askizzy.org.au](https://askizzy.org.au/)

Homeless Hotline

Homeless Hotline can help you if you are at risk of becoming homeless.

Phone – **1800 474 753**

Website – [www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld](http://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld)

## ****Services that can help protect your children****

Family and Child Connect

Phone – **13 32 64**

Website – [familychildconnect.org.au](https://familychildconnect.org.au/)

## ****Services that can keep your pets safe****

RSPCA Queensland

RSPCA Queensland can find someone to care for your pets for   
a short time.

You will have to pay for this service.

Website – [www.rspcaqld.org.au](http://www.rspcaqld.org.au)

Pets in Crisis

Pets in Crisis can find someone to care for your pets for a short time.

Website – [www.dvconnect.org/home/pets-in-crisis](http://www.dvconnect.org/home/pets-in-crisis)

## Services that can help you with money

It is important to have a safety plan in place before you take any steps   
about money.

There is information about safety planning on page 9.

Women’s Legal Service Queensland

Women’s Legal Service Queensland can help you with your money.

Phone – **1800 957 957**

9:00am–3:00pm Monday to Friday

Website – [wlsq.org.au](http://www.wlsq.org.au)

National Debt Helpline

The National Debt Helpline provides free and private advice   
about money.

Phone – **1800 007 007**

Website – [ndh.org.au](http://ndh.org.au)

Penda

Penda is an app about money for women who experience domestic and   
family violence.

Website – [penda-app.com](http://www.penda-app.com)

You can download Penda to your phone or tablet.

## ****Services that can give you legal help****

Legal Aid Queensland

Phone – **1300 651 188**

Website – [www.legalaid.qld.gov.au/Get-legal-help](http://www.legalaid.qld.gov.au/Get-legal-help)

Community Legal Centres Queensland

Phone – **(07) 3392 0092**

Website – [communitylegalqld.org.au](https://communitylegalqld.org.au/)

**Women’s Legal Service** Queensland

Phone – **1800 957 957**

9:00am–3:00pm Monday to Friday

Website – [wlsq.org.au](https://wlsq.org.au/)

## ****Services for Aboriginal and Torres Strait Islander women****

Aboriginal and Torres Strait Islander Disability Network   
of Queensland (ATSIDNQ)

ATSIDNQ helps Aboriginal and Torres Strait Islander women   
with disability.

**ATSIDNQ is a safe space for Aboriginal and Torres Strait Islander women to:**

* **connect with each other**
* **share their experiences.**

**ATSIDNQ can help you find domestic and family violence services.**

Phone – **1800 718 969**

Email – [info@atsidnq.com.au](mailto:info@atsidnq.com.au)

Website – [www.atsidnq.com.au](http://www.atsidnq.com.au)

Aboriginal and Torres Strait Islander Legal Service   
(ATSILS)

Phone – **1800 012 255**

Website – [www.atsils.org.au](http://www.atsils.org.au)

Queensland Indigenous Family Violence Legal Service (QIFVLS)

Phone – **1800 887 700**

Website – [www.qifvls.com.au](http://www.qifvls.com.au)

Gallang Place

Gallang Place provides culturally safe services for Aboriginal and Torres   
Strait Islander people.

Phone – **(07) 3899 5041**

8:30am–4:30pm Monday to Friday

Email – [web-enquiry@gallangplace.org.au](mailto:web-enquiry@gallangplace.org.au)

Website – [www.gallangplace.org.au](http://www.gallangplace.org.au)

## Services for women from different cultures

AMPARO Advocacy

AMPARO Advocacy supports women with disability who are from   
different cultures and backgrounds.

They can help you find domestic and family violence services.

Phone – **(07) 3354 4900**

Website – [www.amparo.org.au](http://www.amparo.org.au)

Immigrant Women’s Support Services (IWSS)

IWSS supports women who:

* are from different cultures and backgrounds
* speak languages other than English
* are **refugees**.

A refugee is someone forced to leave their country so they   
can stay safe.

This includes women with disability.

Phone – **(07) 3846 3490**

Website – [www.iwss.org.au](http://www.iwss.org.au)

Refugee and Immigration Legal Services (RAILS)

Phone – **(07) 3846 9333**

Email – [admin@rails.org.au](mailto:admin@rails.org.au)

Website – [www.rails.org.au](http://www.rails.org.au)

## More information

Domestic and family violence is never ok.

If you are in danger now:

* call TripleZero – **000**
* ask for the police

If you think you are in an unhealthy relationship:

* talk to someone you trust
* contact a service that can help you.

You can find more information on our website – [www.qld.gov.au/neverokay](http://www.qld.gov.au/neverokay)

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