

DOMESTIC AND FAMILY VIOLENCE
Implementation Council

— PROGRESS REPORT —

1 DEC 2017 – 30 NOV 2018



Chair's foreword

Over the last 12 months we've heard the voice of a global movement calling for an end to violence against women, grow stronger and louder.

Last year in Australia, an estimated 69 women lost their lives to violence in what is now commonly being referred to as a national crisis.

The following pages reflect part of the work undertaken by the Queensland Government in a bid to address this crisis.

The report details the progress of reforms to address domestic and family violence in Queensland, and outlines how the Council has undertaken its functions of overseeing and advocating for these reforms. I thank Council members for their time, energy, wisdom and passion.

As Chair, I've been privileged to hear the voices of many Queenslanders directly involved in the fight against domestic and family violence around the state. I've witnessed the contributions that are being made—from those on the frontline helping women and children escape violence, to community leaders lending their influence to our collective efforts and attitudes to end violence, to corporate executives highlighting domestic and family violence as a workplace issue.

I'd also like to pay tribute to my media colleagues who answered a call to focus on the topic of domestic and family violence during Domestic and Family Violence Prevention Month in May. The media has the power to educate, influence and inform the public about the realities of domestic and family violence and the role the community can play in addressing it. I was grateful and very much heartened by the willingness of representatives from Queensland media outlets to join forces and support this challenge.

Importantly, this report honours the voices of some survivors of domestic and family violence, who've bravely agreed to share their stories with the public to help highlight the issue. As well as developing new policies and processes and training our professionals, we need to always return to the key objective of these reforms—keeping Queenslanders safe from the threat of domestic and family violence.

These women's personal accounts reaffirm that much remains to be done to achieve this objective, and reminds us of the trauma that's already been experienced by many victims—too many of whom feel let down by systems that didn't protect them.

As work continues over the coming year, it's critical we remember the needs of those members of our society who are particularly vulnerable to violence and abuse, and who require additional help beyond mainstream approaches. Aboriginal and Torres Strait Islander Queenslanders, people with disability, culturally and linguistically diverse Queenslanders, people from LGBTIQ communities, older people. We know that these groups suffer higher rates of domestic and family violence, or need different service approaches and support that responds to their specific needs. Developing our responses for these groups and keeping pace with contemporary issues must be a priority going forward.

It's enormously encouraging to see parts of the corporate sector building awareness of domestic and family violence through their workplaces and community contributions. The Minister for the Prevention of Domestic and Family Violence, the Honourable Di Farmer MP, has been pursuing this conversation with representatives of the business community in an effort to gain even more momentum.

This is an important conversation. The effectiveness of our response will depend on Queenslanders from all walks of life working together to end domestic and family violence.

We all need to join the conversation and speak out—loudly.

Kay McGrath OAM
Chair, Domestic and Family Violence
Implementation Council

Executive summary

The Domestic and Family Violence Implementation Council is responsible for monitoring and advocating for the implementation of the recommendations of the *Not Now, Not Ever* report and the Domestic and Family Violence Prevention Strategy.

The Council provides reports to the Premier and the Minister for the Prevention of Domestic and Family Violence on its activities and implementation progress. This is the Council's fourth report and covers the period from 1 December 2017 to 30 November 2018.

The recommendations of the *Not Now, Not Ever* report and the actions contained in the Strategy form the core of Queensland's domestic and family violence reform program. This is a body of work that began with the appointment of The Honourable Quentin Bryce AD CVO to lead the Special Taskforce on Domestic and Family Violence in Queensland in 2014.

In its most recent reporting period, the Council has held four formal meetings including regional visits to Cairns and Yarrabah in May 2018, and Mackay in August 2018. Council work groups focusing on the issues of education, local engagement, health, service integration and law and justice have conducted meetings with a range of stakeholders on priority areas relating to individual aspects of the reform program. The period has also seen the continuing work of the Aboriginal and Torres Strait Islander Advisory Group to the Council, and the participation of Council members in a range of conferences, symposiums and other events. Further details on these activities are provided in the first part of this report.

The second part of this report examines progress of implementation of recommendations of the *Not Now, Not Ever* report, and additional enabling actions identified under the Domestic and Family Violence Prevention Strategy.

At the close of the reporting period covered in this report, a total of:

- 106 recommendations (95 government and 11 non-government recommendations) and 16 enabling actions have been completed
- 33 recommendations (26 government and seven non-government recommendations) and seven enabling actions have commenced, and
- one recommendation has not commenced.

The report examines implementation progress with reference to the three foundational elements of the Domestic and Family Violence Prevention Strategy:

- A significant shift in community attitudes and behaviours (culture and attitudes).
- An integrated response system that delivers the services and support that victims and perpetrators need (service responses).
- A stronger justice system response that will prioritise victim safety and hold perpetrators to account (law and justice framework).

Implementation activities over this period can broadly be characterised by a shift in focus from establishing initiatives and completing *Not Now, Not Ever* report recommendations towards the consolidation and embedding of a domestic and family violence architecture established in the first years of implementation. This is reflected in a slower rate of progress in the completion of recommendations compared to previous years, with an additional 11 recommendations completed over the current reporting period.

Key elements of the reform program, such as the Domestic and Family Violence Prevention Strategy and evaluation framework, the engagement and communication strategy, respectful relationships education in schools, workplace measures, health sector training, integrated service response trials, specialist courts and specialist policing responses continued to be delivered and consolidated, with many stakeholders building on and further developing initiatives established in previous years. The commitment of government agencies and the service sector has been reflected in the efforts of communities and businesses around the state.

Against this backdrop of ongoing implementation, there remain some important aspects of the reform program that are yet to be finalised. Work on issues such as the development of a specialised response for people with disability, reports on elder abuse, development of a funding and investment model and research into electronic monitoring of perpetrators has commenced but is yet to be completed. While the Council appreciates that these issues are challenging, and that developing appropriate responses does take time, it is committed to ensuring that these initiatives continue to progress.

Elsewhere, the work of the Domestic and Family Violence Death Review and Advisory Board has made a range of recommendations for systemic improvements to Queensland's domestic and family violence response. Chief among these is the Board's recommendation to develop a specific approach to family violence affecting Aboriginal and Torres Strait Islander people as a matter of urgent priority—a recommendation that has been accepted in-principle by the Queensland Government.

The Council strongly supports the Board's call for action to develop a specialised, culturally appropriate framework to address the disproportionate impact of domestic and family violence on Aboriginal and Torres Strait Islander Queenslanders. The development of this response in close partnership with Aboriginal and Torres Strait Islander people and communities is crucial and should be considered a priority. The Council appreciates the opportunity for members of its Aboriginal and Torres Strait Islander Advisory Group to provide input to this process.

As Queensland moves towards embedding key reforms, and identifying new and evolving challenges, the importance of understanding the impact and effectiveness of implementation actions to date is vital. Evaluation of key initiatives and the review of the Second Action Plan under the Domestic and Family Violence Prevention Strategy are key projects at this stage of the reform process, to assess progress to date and provide direction into the future.

The development and launch of the Third Action Plan during the next reporting period will underpin a new phase in Queensland's response to domestic and family violence. This plan will provide the opportunity to further develop foundations that have been laid. It will also articulate future actions and priorities that must be pursued to consolidate and continue the domestic and family violence reform process.

Progress report at a glance

Key activities

- Four formal Council meetings
- Regional visits to Cairns, Yarrabah, Mackay and Charleville
- Three Aboriginal and Torres Strait Islander Advisory Group meetings
- Seven Council work group meetings with stakeholders involved in implementation

Implementation progress

- 106 recommendations (95 government and 11 non-government recommendations) and 16 enabling actions completed
- 33 recommendations (26 government and seven non-government recommendations) and seven enabling actions commenced
- One non-government recommendation still to commence

Key initiatives implemented to date

- Domestic and Family Violence Prevention Strategy 2016–2026 and program of action plans to guide implementation (**recommendation 1**)
- Domestic and Family Violence Implementation Council to provide oversight and advocacy for reform program (**recommendation 3**)
- Domestic and family violence evaluation framework to measure progress of reform initiatives (**recommendation 5**)
- Domestic and Family Violence Death Review and Advisory Board to undertake systemic reviews of domestic and family violence-related deaths (**recommendation 8**)
- Domestic and Family Violence Engagement and Communication Strategy 2016–2026 (**recommendations 12, 14, 16 to 22, and 30**)
- Development and delivery of respectful relationships education programs in Queensland schools (**recommendations 24 to 29**)
- Workplace support measures (**recommendations 31 to 41**)
- Provisions to encourage domestic and family violence-related workplace policies in Queensland Procurement Policy (**recommendation 42**)
- Domestic and family violence resources, training and antenatal screening support for health sector employees (**recommendations 52, 54, 55, 56, 58, 59**)
- Audit of services (**recommendation 71**)
- Information sharing legislative framework (**recommendation 78**)
- Increasing access to perpetrator programs in the correctional system (**recommendation 81**)
- Improved options to support accommodation needs of people impacted by domestic and family violence (**recommendations 84 to 88**)
- Queensland’s participation in the National Domestic Violence Order scheme (**recommendation 90 and 111**)
- Specialist domestic and family violence court approaches in Southport, Beenleigh, Townsville, Palm Island and Mount Isa (**recommendation 96**)
- Introduction of specialist domestic and family violence duty lawyers and the expansion of court support workers in Magistrates courts around Queensland (**recommendations 124 to 128**)
- Best practice guidelines and professional development options for lawyers (**recommendations 107 to 110**)
- A range of changes to domestic and family violence-related legislation (**recommendations 117, 120, 121 and 140**).

Ongoing initiatives

- Responses to address the impact of domestic and family violence on people with disability (**recommendation 10**)
 - Queensland Government position on addressing risk of elder abuse by carers (**recommendation 13**)
 - Investment in prevention and education-focused initiatives as part of domestic and family violence funding (**recommendation 15**)
 - Measures to address risk of work-induced trauma in Queensland Government service agreements with funded services (**recommendation 43**)
 - Funding and investment model (**recommendation 72, 73**)
 - Integrated response trials and high-risk teams and associated evaluation, systems and tools (**recommendations 9, 74 to 77, 79, 83**)
 - Practice standards for perpetrator programs and roll-out of additional programs (recommendations 80 and 82)
 - Non-residential support for victims (**recommendation 89**)
 - Roll-out of Domestic and Family Violence Community Justice Group enhancement program (**recommendation 92**)
 - Queensland response to Law Council of Australia review of Australian Solicitors Conduct Rules (**recommendation 111**)
 - Trial of GPS monitoring to monitor high risk perpetrators of domestic and family violence (**recommendation 123**)
 - Finalisation of guidelines and position description for court support workers (**recommendation 125**)
 - Queensland Police Service developments of enhanced investigative and evidence-gathering methodologies and a proactive investigation and protection policy (**recommendations 131 and 134**)
 - Coordination of justice support to support victims of domestic and family violence involved in criminal proceedings (**recommendation 132**)
 - Work to coordinate interactions between the Federal family law system and Queensland's domestic and family violence and child protection systems (**recommendation 139**).
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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.

Since its establishment, the Council has provided three reports to the Premier and Minister for Trade, the Honourable Anastacia Palaszczuk MP, and the relevant Ministers for the Prevention of Domestic and Family Violence. These reports have been tabled in the Queensland Parliament.

After its first year of operation, the Council's reporting frequency was reviewed, in line with **recommendation 3** of the *Not Now, Not Ever* report, and the Council is now required to report to the Premier and the Minister for the Prevention of Domestic and Family Violence on an annual basis.

Council membership

The members of the Council as at 30 November 2018 are:

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

Mr Lance Hockridge (Deputy Chair) – Board Director at Huawei Australia, Deputy Chairman of Long Term Asset Partners, founding member of Queensland Male Champions of Change, Chair of the Salvation Army Queensland Advisory Council, and former member of the Department of Defence Gender Equality Advisory Board

Associate Professor Kathleen Baird – 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

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

Mrs 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 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 and Board Director of Australia's National Research Organisation for Women's Safety (ANROWS)

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 – Research Professor in Gendered Violence at Central Queensland University

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

Ex-officio members:

His Honour Judge Ray Rinaudo AM – Chief Magistrate of Queensland

Ms Rebecca McGarrity – Executive Director, Social Policy, Department of the Premier and Cabinet

Deputy Commissioner Steve Gollschewski – Deputy Commissioner, Crime, Counter-Terrorism and Specialist Operations, Queensland Police Service

Ms Jenny Lang – Deputy Director-General, Justice Services, Department of Justice and Attorney-General

Ms Leigh Roach – Deputy Director-General, Strategy, Policy and Performance, Department of Child Safety, Youth and Women.

During 2018, Ms Natalie Lewis and ex-officio members Dr Graham Fraine (Department of the Premier and Cabinet), Ms Merrilyn Strohfeldt (former Department of Communities, Child Safety and Disability Services), Ms Natalie Parker (Department of Justice and Attorney-General) and Deputy Commissioner Brett Pointing (Queensland Police Service) left the Council. The Council acknowledges the contribution of these members, in particular, the work of Natalie Lewis who also co-chaired the Council's Aboriginal and Torres Strait Islander Advisory Group.

Biographical details of Council members are listed at Appendix 1.

Council meetings

During 2018, the Council conducted four formal meetings, with smaller work groups of Council members meeting regularly to examine implementation progress in greater detail, reporting to the full Council. The reduction in the number of formal Council meetings and expansion of the work group structure has allowed the Council to continue to fulfil its role of oversight of implementation of *Not Now, Not Ever* report recommendations, while continuing to pursue its community engagement and advocacy functions through regional visits.

The four Council meetings held over the past 12 months included two regional visits: to Cairns and Yarrabah in May 2018 and Mackay in August 2018. Additionally, a small group of Council members visited Charleville in November 2018 in collaboration with the Brisbane Broncos as part of the Beyond the Broncos Girls Academy program.

The Aboriginal and Torres Strait Islander Advisory Group to the Council conducted three meetings in 2018, providing records of its advice for consideration by the Council at its meetings.

Following each of its full meetings, the Council publishes communiqués online that detail issues discussed at the meetings.

Stakeholders who were consulted by Council over the current reporting period are listed at Appendix 2.

Meeting 16

The Council's sixteenth meeting was held in Brisbane on 23 February 2018. Representatives from Queensland Corrective Services attended to provide a briefing on the agency's work to implement domestic and family violence reforms and address the needs of domestic and family violence offenders in the correctional system more broadly. The Council also received updates on out-of-session activities including an education work group meeting with school education stakeholders.

The Honourable Di Farmer MP, the incoming Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence, joined the meeting and addressed the Council on her vision for the domestic and family violence reform program.

Meeting 17 and Cairns and Yarrabah visit

On 29 and 30 May 2018, the Council visited Cairns and Yarrabah to learn about local initiatives to address domestic and family violence in Far North Queensland. During the visit, Council members were involved in nine separate meetings with local representatives over two days, in addition to attending a full meeting of the Council at the conclusion of the visit.

The Council meeting considered a range of issues including feedback on meetings with local stakeholders, reports on out-of-session activities including a meeting with the Australian Law Reform Commission, events associated with Domestic and Family Violence Prevention Month, communication activities including the launch of Queensland's bystander campaign, and a six-monthly report from the Domestic and Family Violence Death Review and Advisory Board.

Meeting 18 and Mackay visit

On 13 and 14 August 2018, the Council visited Mackay and conducted a series of meetings with local stakeholders involved in the region's domestic and family violence response. The Council held eight separate meetings with local representatives over two days, in addition to a lunch reception with stakeholders and a full Council meeting at the Queensland Centre for Domestic and Family Violence at CQ University.

The Council meeting considered a range of issues including feedback on meetings with local stakeholders, reports on out-of-session activities, updates on implementation progress and advice from the Aboriginal and Torres Strait Islander Advisory Group.

Meeting 19

On 7 November 2018, the Council held its final meeting for the year in Brisbane. The Council considered a range of issues including updates from government representative members on key areas of progress in 2018 and priorities for 2019, updates on out-of-session activities including the Council of Australian Governments Second National Summit on Reducing Violence Against Women and their Children, findings of the second annual report of the Domestic and Family Violence Death Review and Advisory Board, and an overview from Aboriginal and Torres Strait Islander Advisory Group members on key themes and issues identified by the group.

THE VOICES OF SURVIVORS

The ultimate objective of the Council's work is to support and improve the lives of Queenslanders affected by domestic and family violence, by maintaining a strong focus on systems, policies and the implementation activities.

With that in mind, this part of the report is dedicated to the voices of Queenslanders who have survived domestic and family violence. The Council acknowledges and thanks the individuals who have shared their stories here. For the privacy of survivors, contributors have not been identified.

My story spans over nearly two decades and is very complex. Domestic and sexual violence is insidious, it creeps up on you in a slow and invasive way.

It is miraculous that I am even here today to tell my story. He made threats, he tried on many an occasion to kill me, he wanted me to die.

After many attempts, he decided it was time. He tried to strangle me twice in 20 minutes. I say tried because I didn't die.

I have been left with PTSD, vocal cord dysfunction, severe back problems, a torn stomach muscle that won't repair, anxiety, depression, fear of strangers, fear of leaving my house after dark because he may be lying in wait for me on my return.

I live in the shadows because I know if I step into the light, I may die. My children and I live in fear for my life. It is a cruel and debilitating way of life.

I am an educated woman. I thought that if I turned every stone I would find a solution to my ex-husbands' violence. But after every stone had been turned, the violence continued. I had no choice but to run away.

Merely leaving a violent relationship is not the end of the story. It is never the cure, the resolution or the conclusion. I carry the physical, psychological and emotional scars with me every day for life.

It began with little "niggles" and put-downs, which escalated to nasty remarks. Then the physical violence crept in. I told myself it was just a phase. Unfortunately, I started to listen to his comments, and, as my confidence eroded, I believed it was all my fault. I did everything I could to avoid conflict. I lost my perspective and all self-esteem, and this blinded me to the fact that he was an abuser.

When I look back, I feel sad—this chapter of my life took a very different turn to the way I had hoped. But I also feel lucky. With the help of the domestic violence service and some wonderful friends, I got back on my feet. I am grateful for the lessons and learnings, and for the ability to rebuild my life.

If you look solely at the process for obtaining a domestic and family violence order it is simple.

Experience domestic and family violence.

An application is filled in and submitted.

Court date given.

A Magistrate reviews the application.

If the application describes domestic and family violence as per the legislation you're granted an order.

A breach occurs—now what?

The judicial system seeks evidence beyond a reasonable doubt.

Structures and resources to obtain that evidence are insufficient.

Victims become re-traumatised.

No conviction is obtained.

This sends a message to perpetrators that they can continue perpetrating violence.

It's time to challenge the way it's always been done.

It's time to re-create those structures and provide safe environments for our futures.

I am 16 years old. Growing up with domestic violence has made me mature faster than I would have if I had lived an abuse free childhood. However, I'm not ashamed of my experiences as they have created the person who I am today, and I'm proud of who I am. I am a strong, independent, bright young woman, no matter the past.

Thinking back, I realise the violence in his words was always present in our conversations, back from the days of our courtship.

I yearned for love and acceptance due to a compromised childhood and I found comfort and security in his possessiveness, misconstruing his every violent deed as an act of devotion towards me.

With his every push, every shove, every threat, every act of spying on my phone messages, every ultimatum to choose him over my family and his every apology that immediately followed those countless fights, slaps, accusations, pushes, shoves, kicks and punches, I became convinced that it was my fault.

That somehow, I was not living up to his expectations of a good wife.

After surviving 23 years of domestic violence and fleeing to a refuge, I started getting counselling to help me. This is when I went into a meltdown, blaming myself for taking so long to leave. The truth is I wasn't strong enough due to the emotional and mental abuse I had suffered and my isolation from family and friends.

The children and I had to flee which meant we didn't have a place to call our home. My three children and I share a one bedroom in a refuge. The kids had to change schools, leave their friends. I looked at this as a positive and thought this was our place to heal and recover from the trauma we had.

Aboriginal and Torres Strait Islander Advisory Group

The Council's Aboriginal and Torres Strait Islander Advisory Group (the Advisory Group) was formed in 2016. The Advisory Group was established to consider issues affecting Aboriginal and Torres Strait Islander Queenslanders during the implementation of domestic and family violence reforms. The Advisory Group reports to the Council through written records of advice and reports from chairs provided to Council meetings.

The Advisory Group continued its work in 2018, with new member Keryn Ruska, alongside Ed Mosby (co-chair), Natalie Lewis (co-chair), Charles Passi, Kieran Chilcott and Heron Loban. In June 2018, Natalie Lewis resigned from the Council and Advisory Group, following her valuable contribution to both bodies since the establishment of the Council in 2015.

During 2018, members of the group participated in a range of activities including Advisory Group meetings, Council work group meetings, the visit to Charleville with the Brisbane Broncos, and the final Council meeting for the year to provide an overview of key issues identified through the Advisory Group's work.

Some of the key themes and issues identified by the Advisory Group as they relate to the progress of the domestic and family violence reform program are set out below.

Importance of a unique and specialised response to family violence

A theme that continued to emerge consistently in the Advisory Group's work was the importance of a specialised response to family violence that meets the needs of Aboriginal and Torres Strait Islander people. Effective responses to Aboriginal and Torres Strait Islander experiences of family violence need to be developed from the starting point of appreciating the unique character of the issues that Aboriginal and Torres Strait Islander people and communities face, including the impact of inter-generational trauma. These issues are often rooted in history and challenges that are quite different to the factors that underlie domestic and family violence in non-Indigenous Queensland communities.

This is not a new theme, but remains relevant. Understanding and accepting the need for a unique, specialised and trauma-informed response for Aboriginal

and Torres Strait Islander people is required to inform the pathway to effectiveness.

In this respect, the Advisory Group acknowledges **recommendation 20** of the Domestic and Family Violence Death Review and Advisory Board's 2016–17 annual report, which recommends the development of a specific Aboriginal and Torres Strait Islander family violence strategy as a matter of urgent priority. While this recommendation was accepted 'in-principle' by the Queensland Government, the Council and Advisory Group have been advised the government is committed to establishing a framework to identify actions required to address the disproportionate levels of family violence experienced by Aboriginal and Torres Strait Islander people.

The Advisory Group strongly supports action being taken in response to this recommendation. The group believes this work provides the opportunity to articulate specific actions required to develop a holistic framework for addressing the incidence and responses to family violence for Aboriginal and Torres Strait Islander Queenslanders.

As always, any such action requires close partnerships with Aboriginal and Torres Strait Islander community representatives. The Advisory Group has been invited to provide input into this process and looks forward to ongoing work to implement this recommendation.

Referral pathways and service sector capacity

The Advisory Group has considered delivery of domestic and family violence support services to Aboriginal and Torres Strait Islander Queenslanders. Where Aboriginal and Torres Strait Islander services are trusted and well-patronised by their communities, opportunities exist to leverage community confidence and enhance domestic and family violence referral pathways through these services. These opportunities should be identified and explored.

At the same time, the Advisory Group identified the important differences between community service providers providing a referral pathway, and the delivery of specialist domestic and family violence support, which is a challenging and specialised discipline. In this context, the Advisory Group noted the development of a universal domestic and family violence service

sector that appreciates and can deliver a specialised, culturally competent response as an important part of meeting the needs of Aboriginal and Torres Strait Islander Queenslanders. Connections, partnerships and shared understandings between Aboriginal and Torres Strait Islander service providers and the universal service sector are crucial.

Consistent with its previous observations, the Advisory Group reiterated the importance of capacity building in the Aboriginal and Torres Strait Islander service sector. In particular, the Advisory Group identified that a focus on developing a skilled male workforce within the Aboriginal and Torres Strait Islander community services sector would be an important long-term investment in capacity within the sector.

The development of sector capacity, reform of service delivery and empowerment of communities are key elements of the Queensland Productivity Commission's report on service delivery in remote and discrete Aboriginal and Torres Strait Islander communities. The Queensland Government's commitment to implementing the substantial reform agenda proposed in this report presents an opportunity to fundamentally reframe relationships with community and overhaul service provision for Indigenous communities.

Perpetrator interventions in the correctional system

The Advisory Group identified the interventions for Aboriginal and Torres Strait Islander perpetrators in the correctional system as a priority issue at the end of the last reporting period. This issue was considered further in 2018, with representatives from Queensland Corrective Services attending meetings with both the Advisory Group and the full Council.

The Advisory Group has been of the view that, considering the over-representation of Aboriginal and Torres Strait Islander people in the correctional system and high levels of domestic and family violence experienced by Aboriginal and Torres Strait Islander Queenslanders, the interventions that perpetrators can access while they are in the correctional system are an opportunity to make substantial inroads into major social issues.

Through its consultation, the Advisory Group was able to gain further insight into how Queensland Corrective

Services and its partner agencies are approaching this issue. The Advisory Group was pleased to note that Queensland Corrective Services has been working with experts to develop a robust understanding of how it can better work with Aboriginal and Torres Strait Islander perpetrators of violence, and Aboriginal and Torres Strait Islander stakeholders more broadly. The agency is well placed to improve its approach if it commits to this endeavour in a genuine way.

Momentum and urgency

The key message arising from the work of the Advisory Group over this recent reporting period has been an emerging sense of urgency and need to increase momentum in responding to domestic and family violence impacting Aboriginal and Torres Strait Islander people and communities.

The Advisory Group is aware of discrete examples of positive initiatives and effective responses being implemented in various parts of Queensland. However, in the view of the Advisory Group, there is both scope and a need to consolidate these efforts if Queensland is to meet the challenges faced by Aboriginal and Torres Strait Islander communities on the ground.

Specific actions to address family violence experienced by Aboriginal and Torres Strait Islander people in partnership with community, as recommended by the Domestic and Family Violence Death Review and Advisory Board are an opportunity for Queensland to marshal positive work occurring around the state and gain a sense of momentum that equals current challenges. The Advisory Group encourages stakeholders to recognise and take this opportunity.

Council work groups

During 2018, the Council expanded the role of its work groups, initially established in the previous reporting period, to examine priority areas of implementation progress. The Council has now endorsed the establishment of five work groups covering the areas of education, health, local engagement, service integration and law and justice, with all *Not Now, Not Ever* report recommendations subject to oversight by one of the work groups.

These groups undertake additional out-of-session examination of implementation progress of recommendations within their responsibility, reporting to the full Council. Although key Council members are identified to guide the work of these groups, all Council members are able to participate in meetings with stakeholders convened by the various work groups.

Over the course of 2018, Council work groups have engaged with a range of stakeholders to discuss the progress of reforms, including conducting meetings with:

- the Department of Education, Independent Schools Queensland and Queensland Catholic Education Commission regarding implementation of respectful relationships education in Queensland schools
- the Australian Law Reform Commission regarding its review of the family law system

- the Public Service Commission regarding workplace responses to domestic and family violence
- the Department of Health, Australian College of Midwives, Royal Australian College of General Practitioners, Private Hospitals Association of Queensland and Royal Australian and New Zealand College of Obstetricians and Gynaecologists regarding measures to enhance the capacity of health professionals to identify and respond to domestic and family violence
- the Department of the Premier and Cabinet and the Institute for Social Science Research at The University of Queensland regarding the evaluation framework for the domestic and family violence reform program
- the Department of Housing and Public Works regarding housing measures to support people affected by domestic and family violence, and
- the Queensland Police Service regarding policing initiatives and responses, including the cultural change program for the Queensland Police Service.

In addition, work groups have received updates from Queensland Government agencies in relation to a number of *Not Now, Not Ever* report recommendations and Domestic and Family Violence Prevention Strategy enabling actions to consider implementation progress and inform future priorities.

Cairns and Yarrabah visit

On Tuesday 29 May and Wednesday 30 May 2018, Council members visited Cairns and Yarrabah to learn about issues and responses to domestic and family violence in the Cairns region.

The Far North Queensland Police District, in which both Cairns and Yarrabah are situated, is comprised of 46 police divisions¹. In 2017–18, the Far North Queensland Police District had a rate of 887 breaches of domestic violence protection orders per 100,000 persons, above the state average of 526 breaches per 100,000 persons².

In the audit of domestic and family violence services conducted in response to recommendation 71 of the *Not Now, Not Ever* report, Cairns and Yarrabah formed part of the Far North Queensland region, which also included the local government areas of Cassowary Coast, Mareeba and Tablelands. The Far North Queensland region was found to have 13 domestic and family violence-related services, comprising four counselling support programs, three legal services and eight specialist homelessness services³.



Members of the Council and the Yarrabah community during the Council's visit in May 2018



Council members meet with school representatives at Smithfield State High School in Cairns

Community profiles

The city of **Cairns** is the fifth most populous city in Queensland and the largest centre in Far North Queensland. The original inhabitants of the area are the Yirrganydji People and the Gimuy Walubara Yidinji People.

As at 30 June 2017, the estimated residential population of the Cairns region was 163,814, of whom nine per cent identified as Aboriginal or Torres Strait Islander, 21.4 per cent was born overseas and 13.3 per cent spoke a language other than English.

The community of **Yarrabah** is situated on the north Queensland coastline approximately 60km by road southeast of Cairns. The Gunggandji people are recognised as the Traditional Owners of the northern area of Yarrabah; the Gunggandji Mandingalbay Yidinji people are recognised as the Traditional Owners of the southern area of Yarrabah.

As at 30 June 2017, the estimated residential population of Yarrabah was 2800 people, 97.4 per cent of whom identified as Aboriginal or Torres Strait Islander.

Source: Australian Bureau of Statistics, Cairns and Yarrabah regional profiles

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 Far North Queensland region had the sixth lowest gap between supply and demand for domestic violence services of the 12 regions analysed across the state⁴. It should be noted that the audit of services measured 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 the visit, Council members met with a range of local representatives, including:

- **Yarrabah Aboriginal Shire Council and community representatives** – the Mayor, Councillor Ross Andrews, councillors, chief executive officer and other representatives of Yarrabah Aboriginal Shire Council, participants in the Yarrabah Leaders Forum, school

1 Queensland Police Service Resident Profile, Far North Queensland Police District, 15 August 2017.

2 Queensland Police Service Region and District Crime Statistics 1 July 2013 to 30 June 2018 retrieved from www.police.qld.gov.au/rti/published/about/crime+statistics.htm on 30 November 2018

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

4 KPMG Domestic and Family Violence Services Audit Final Report 2016, p.15

leaders and students from Yarrabah State School, staff of the local women's shelter, and members of the Yarrabah Community Justice Group and Elders Group.

- **Cairns integrated response to domestic and family violence** – representatives from the recently established Cairns high risk team and the Cairns Collective Impact on Domestic and Family Violence, which provides governance of the high risk team and oversight of broader service system integration.
- **Cairns Regional Council** – the Mayor, Councillor Bob Manning, and representatives of Cairns Regional Council to discuss action against domestic and family violence within the community.
- **James Cook University** – representatives from James Cook University's dentistry and social work programs and the Cairns Regional Domestic Violence Service in relation to a program to educate dentistry students on responding to patients affected by domestic and family violence.
- **School responses** – leaders from Smithfield State High School, Cairns West State School, the Clontarf Foundation and representatives from the Department of Education to learn about school responses to domestic and family violence.
- **Cairns Police** – police representatives to discuss local initiatives including the school-based officer program, the work of cross-cultural liaison officers, the 'Speak Up, Be Strong, Be Heard' program, the 'A Powerful Minute' initiative and the work of the Cairns high risk team.
- **Mossman Community Justice Group** – members of the Mossman Community Justice Group and the Honourable Yvette D'Ath MP, Attorney-General and Minister for Justice, in relation to the group's achievements as the first of 18 groups to be funded under the Domestic and Family Violence Community Justice Group enhancement program.
- **Youth initiatives** – representatives of The Streets Movement in relation to its initiatives to engage young people through sport; and AFL Cape York House regarding support provided through the residential facility for students from remote Indigenous communities in Far North Queensland attending school in Cairns.
- **Wuchopperen Health Service** – representatives of Wuchopperen Health Service to learn about the holistic services provided to Aboriginal and Torres Strait Islander people in Cairns.

During the visit to Cairns and Yarrabah, the Council was able to engage with community members responding to domestic and family violence across a range of settings. The visit to Yarrabah provided the opportunity for Council members to meet community members to discuss the unique challenges of service delivery in a discrete Indigenous community, a theme reflected in recommendations 9 and 92 of the *Not Now, Not Ever* report that concern the development of tailored, community-led responses to domestic and family violence in discrete communities.

The Council was grateful to be able to observe both strategic planning for the community's future that is occurring through the work of the Yarrabah Aboriginal Shire Council and Yarrabah Leaders Forum, as well as the dedicated efforts of frontline workers, Elders and other community members who are working to address domestic and family violence and its impacts on a day-to-day basis. These two factors—far-sighted strategic leadership and commitment and enthusiasm on the frontline—are great assets to the community, and Council commends the efforts of those involved.

During their time in Cairns, Council members were similarly impressed by the efforts of local champions who have developed and led a number of positive initiatives. Council members were able to see the innovation demonstrated by the program developed by James Cook University in partnership with the Cairns Regional Domestic Violence Service to educate dentistry students in recognising and responding to domestic and family violence. The program, initiated in response to feedback from students, acknowledges that dentists often have the opportunity to identify the signs of domestic and family violence. This program is an example of the contributions that can be made across a range of professions and disciplines and demonstrates the importance of building training and awareness into higher education and vocational training courses outside of traditional domestic and family violence service delivery.

Council members met with organisations making a valuable contribution to supporting young people in the Cairns region, such as The Streets Movement and AFL Cape York House. The vital work of these organisations struck the Council as particularly relevant, given that feedback received from various stakeholders over the two days identified increasing challenges with the availability of programs for disengaged young people.



James Cook University's Dentists and Domestic Violence: Recognise, Respond and Refer initiative

Domestic violence is everyone's responsibility. To address a gap in preparation for the realities of dental practice identified by students in 2015, an innovative, interdisciplinary educational initiative has been collaboratively developed, implemented and evaluated in partnership with Dentistry, Social Work and the Cairns Regional Domestic Violence Service.

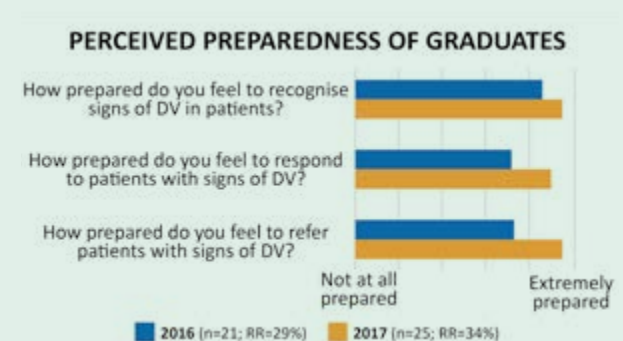
The ground-breaking Dentists and Domestic Violence: Recognise, Respond and Refer (DDV:RRR) program is delivered to 220 senior dentistry students annually and places them at the forefront, as well as more broadly influencing dental and allied health practice through professional development sessions. In 2018, the impact on current clinical practice of the graduates who completed the early iterations of the DDV:RRR initiative was evaluated. The infographic below (Figure 1) shows that dental students who participated in the program and are now working in dental practices developed the capacity to recognise, respond and where appropriate refer patients experiencing domestic violence.

The 2018 DDV:RRR team included Dr Felicity Croker, Dentistry, Dr Ann Carrington, Social Work, Amanda

Council members and representatives from the Dentists and Domestic Violence: Recognise, Response and Refer program (L-R Amanda Lee Ross, Annabel Taylor, Rebecca McGarrity, Dr Felicity Croker, Dr Ann Carrington and Kay McGrath)

Lee-Ross, Cairns Regional Domestic Violence Service and dental student researchers Nausheen Mohamed Muhajir, John Dawoud, Aviral Aggarwal, Gurleen Boparai and Manesha Mahendran.

In 2018, the team built on their previous Excellence Awards pioneering the DDV:RRR by receiving two JCU citations for Outstanding Contributions to Student Learning and being nominated for an Outstanding Award for University Teaching, which recognises quality teaching practices with outstanding learning outcomes. JCU dental students and graduates recognise the importance of their role in addressing domestic violence and have the capacity to make a difference in the communities where they serve.





Members of the Mossman Elders Justice Group (photo by Simeon Miglioranza)

Mossman Elders Justice Group

The Mossman Elders Justice Group (the group) have continued to provide essential domestic and family violence support and services to community member's from the Mossman region. The group is coordinated by Christine Lynch with the support of Men's Domestic and Family Violence Coordinator Simeon Miglioranza.

In 2017 the group opened the Mossman Justice Hub through funding provided by the Department of Justice and Attorney-General as part of a co-design domestic and family violence response process undertaken with the community.

The group enjoys the strong support and cultural input of a dedicated group of Elders and Respected Persons who provide leadership and knowledge in the programs and engagements with community members.

In 2018, the group held Men's Group meetings each Monday that has on average 12 men attending regularly. In addition to the Men's Groups, the Justice Hub hosts service providers including Relationships



Staff of the Mossman Elders Justice Group and Mossman Community Centre (Photo by Chanelle Lynch)

Australia, Probation and Parole, Child Safety, Youth Justice, Queensland Health and Education Queensland who have enhanced their services to the area due to have a safe and appropriate place for clients to attend. All these services and support has improved safety and well-being for community members.

The group, together with support from prominent community members, was instrumental in holding the first White Ribbon Walk along the main street in Mossman in 2015. From humble beginnings, the White Ribbon Walk now attracts more than 300 community members across all age groups. Very fittingly, the group were acknowledged by the White Ribbon Walk Committee for their commitment and outstanding achievement in growing the White Ribbon Walk to be an annual event in Mossman and the Douglas Shire.

Mackay visit

Community profile

The city of Mackay is located on Pioneer River and serves as the centre of the Mackay region. The original inhabitants of the area are the Yuwibara People.

As at 30 June 2017, the estimated residential population of the Mackay region was 116,618, of whom 5.1 per cent identified as Aboriginal or Torres Strait Islander, 11.7 per cent was born overseas and 5.5 per cent spoke a language other than English.

Source: Australian Bureau of Statistics, Mackay regional profile

On Monday 13 August and Tuesday 14 August 2018, Council members visited Mackay to meet with local stakeholders and explore issues and efforts to address domestic and family violence in the region.

The city of Mackay is located within the Queensland Police Service District of Mackay, comprised of 22 police divisions.⁵ In 2017–18, the Mackay District had a rate of 620 breaches of domestic violence protection orders per 100,000 persons that is above the state average of 526 breaches per 100,000 persons⁶.

In the audit of domestic and family violence services conducted in response to recommendation 71 of the *Not Now, Not Ever* report, Mackay formed part of the Mackay, Isaac and Whitsunday region. This region was found to have 10 domestic and family violence-related services, comprising three counselling support programs, one legal service and six specialist homelessness services⁷.

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 Mackay, Isaac and Whitsunday region had the fifth highest gap between supply and demand for domestic violence services of the 12 regions across the state⁸. It should be noted that the audit of services measured 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 the visit, Council members met with a range of local representatives including:

- **Mackay Integrated Service Team (MIST)** – representatives from agencies and services participating in the MIST, a multi-agency response to domestic and family violence led by the Domestic Violence Resource Service (Mackay and Region) Inc.
- **Safer Pathways for Culturally and Linguistically Diverse (CALD) women** – representatives from the George Street Neighbourhood Centre delivering the Safer Pathways program that supports CALD women at risk or victims of domestic and family violence in regional areas.
- **Mackay Murri Court stakeholders** – stakeholders involved in the work of the Mackay Murri Court, including Elders from the Pioneer Murri Court, the Binga Birry Justice Group, Legal Aid Queensland, Youth Justice Services and the Department of Justice and Attorney-General regarding justice responses for the Aboriginal and Torres Strait Islander population.
- **Health stakeholders** – health professionals at the Mackay Base Hospital regarding initiatives to support engagement with and screening of patients affected by domestic and family violence.
- **Mackay Regional Council and Mayor's Domestic Violence Taskforce** – the Mayor of Mackay, Councillor Greg Williamson, representatives from the Mackay Regional Council and business leaders from the Mayor's Domestic Violence Taskforce regarding efforts to address domestic and family violence at a community level.
- **Queensland Centre for Domestic and Family Violence Research** – representatives from the Queensland Centre for Domestic and Family Violence Research at CQUniversity regarding domestic and family violence education, research and sector support being delivered through the centre.
- **Mackay Police** – police representatives to discuss initiatives to respond to domestic and family violence in the Mackay Police District, including the Whitsundays SPIRIT (Social Problem Integrated Response Intervention Team), the RUBY (Rise up and be yourself) program and the Mackay MIST.

5 Queensland Police Service Resident Profile, Mackay Police District, 10 August 2018.

6 Queensland Police Service Region and District Crime Statistics 1 July 2013 to 30 June 2018 retrieved from www.police.qld.gov.au/rti/published/about/crime+statistics.htm on 30 November 2018

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

8 KPMG Domestic and Family Violence Services Audit Final Report 2016, p.15

Through its engagement with stakeholders in Mackay, the Council was particularly impressed by the effectiveness of the local response to domestic and family violence, and the impact of local leadership demonstrated by Mayor Greg Williamson.

The Mackay Regional Council's response, operationalised through the Mayor's Domestic Violence Taskforce and participation as the Queensland trial site for the Australian Government's local government domestic and family violence prevention toolkit, have built momentum for cultural change at a community level, encouraged action across the community including the business sector, and created an environment that promotes linkages between the service sector and the wider community.

The efforts of the Mackay Regional Council and Mayor Williamson are instructive for other local governments seeking to take action against domestic and family violence, and exemplify the vision of the Not Now, Not Ever report that challenges the whole community to act on domestic and family violence.

Notwithstanding the strength of the community's response, the Council also noted service delivery challenges raised by stakeholders. Consistent with feedback provided from many other service representatives with whom the Council has engaged, challenges that were identified included access to crisis accommodation, demand for child and adolescent counselling services, support for young people, attraction and retention of qualified staff, and service delivery across a large and diverse region.

Mackay's service providers, led by the Domestic Violence Resource Service (Mackay and Region) Inc., have made proactive steps to overcome service challenges through the MIST multi-agency response, supported by the local research and practice expertise of the Queensland Centre for Domestic and Family Violence Research.

The Council notes that additional funding investment, including the commencement of the new Mackay high risk team in 2019 and the planned establishment of a new Aboriginal and Torres Strait Islander domestic and family violence service announced during the Council's visit, will serve to further strengthen Mackay's response.



*Council members meet with representatives from George Street Neighbourhood Centre Inc.
(Photo by Cherrie Hughes Photographer)*

George Street Neighbourhood Centre—Safer Pathways for Culturally and Linguistically Diverse (CALD) Women Program

Since November 2017, the George Street Neighbourhood Centre has been delivering the Safer Pathways for Culturally and Linguistically Diverse (CALD) Women Program with an objective of assisting CALD women who are experiencing, or at risk of, domestic and family violence, access the support that they need.

The project has established a strong partnership with Mackay Women's Services, Mackay Regional Council and all organisations on the Mackay Integrated Services Team with the aim of improving the pathways into domestic and family violence support services for CALD women.

One of the key activities of the project has been engaging with the multicultural community of Mackay to raise awareness about domestic and family violence, as well as to connect with and recruit CALD bi-lingual volunteers who are interested in supporting women and children from their own cultural groups. The project has been successful in engaging 20 volunteers.

Another focus is supporting vulnerable CALD women through running a support group for them and providing a soft entry into the Mackay Women's Services, where women can establish new connections, learn new skills, share stories and experiences, and most importantly enjoy themselves in a safe environment.

The project strongly focuses on building and improving women's networks and on raising awareness about domestic and family violence in the CALD community of Mackay.



The Honourable Di Farmer MP, Minister for the Prevention of Domestic and Family Violence and Cr Greg Williamson, Mayor of Mackay, and representatives of Mackay Regional Council meeting with Council members (Photo by Cherrie Hughes Photographer)

Mackay Regional Council

Mackay Regional Council (the Council) is passionate about eliminating domestic and family violence in the Mackay region.

To this end, the Council has constantly evolved and expanded its approach to this serious community issue. Having recently applied to become a White Ribbon accredited organisation, the Council looked at its internal systems and processes with the aim of leading other local organisations and large employers by example. The Council's leadership team undertook awareness and bystander training, and 20 days' paid leave was embedded for staff experiencing domestic and family violence.

Moving forward, the Council then worked to expand this campaign into the greater community. The Mayor's Domestic Violence Taskforce was launched in 2016 and included experts in the field as well as community and business leaders. This taskforce continues to meet regularly and is a driving force in the region for the prevention of domestic and family violence.

One of the major initiatives of the taskforce was the creation of the Mackay Draws the Line campaign in 2017, which promotes the message that 'Domestic and Family Violence Stops Here'.

In May 2017, Mayor Greg Williamson held a Domestic and Family Violence Awareness Leadership Forum. More than 100 community leaders attended.

The Mackay Regional Council was also chosen for the Domestic and Family Violence Prevention Toolkit Trial that provides resources, tools and templates to enable and empower councils to take action and sustain action to reduce domestic and family violence.



The Honourable Di Farmer MP, Minister for the Prevention of Domestic and Family Violence, Cr Greg Williamson, Mayor of Mackay and Kay McGrath (Photo by Cherrie Hughes Photographer)

Councillor Greg Williamson, Mayor of Mackay

In 2016–17, domestic violence was the number one call-out for a general duties police car in the Mackay region. There were 3765 calls for assistance, an average of 10 calls per day.

A cultural change was needed, a change from the very foundations of our society.

So, Council drew the line, and declared that domestic and family violence stops here.

We formed a Mayor's Domestic Violence Taskforce and invited more than 100 business and community leaders to a forum where the full startling picture was revealed: refuge centres and crisis houses full every night of the week; women and children sleeping in cars; police and support workers stretched to their limits.

It is obviously a pattern repeated in many communities, but the situation in the community in which my responsibility is civic leadership was very upsetting and my Council agreed that we had to do whatever we could to raise awareness and help deliver solutions.

We know that there are no easy fixes, that generational and cultural change is required, but we also know that unless we talk about it as a community nothing will change. Our community and business leaders have endorsed that approach and are actively supporting a stand against domestic and family violence through the taskforce and through staff training programs.

With the collective support of our community, we can build a safe, caring and inclusive environment for all our citizens.

Councillor Greg Williamson Mayor of Mackay



Queensland Centre for Domestic and Family Violence Research

The Queensland Centre for Domestic and Family Violence Research (QCDFVR) undertakes research and provides education and sector development to strengthen responses to domestic and family violence and sexual assault. In addition, QCDFVR receives funding to deliver additional applied research, with 11 projects currently in progress.

These explore various aspects of domestic and family violence and sexual assault, including integrated responses, the relationship with gambling, and responding to the needs of children. QCDFVR's growing research reputation in the engagement and social impact space is evidenced in its selection as a CQUniversity 2018 case study as part of the Australian Research Council's Engagement and Impact Assessment; a new reporting requirement for all universities in Australia.

QCDFVR is also a proud contributor to the formal education available at CQUniversity, which spans from vocational education offerings to postgraduate studies. In addition, as in other years, a range of customised training has been delivered across Queensland: for example, in excess of 500 frontline workers have been trained in risk assessment; and

*Council members and representatives from the Queensland Centre for Domestic and Family Violence Research
(Photo by Cherrie Hughes Photographer)*

in Brisbane, staff from 60 general practices have been upskilled in recognising and responding to intimate partner violence and making appropriate referrals.

At the heart of QCDFVR's work is a focus on strengthening 'practice'. This is reflected not only in the range of education and training available, but in QCDFVR's digital presence that enables workers in the field to access knowledge at their convenience, with 66,324 downloads of resources recorded as at November 2018.

Through QCDFVR, local, national and international experts have continued to share their knowledge in live and digital presentations, and various forums. Of special significance was QCDFVR's welcoming of 135 delegates from around the state to Townsville for the 14th Queensland Indigenous Family Violence Prevention Forum during Domestic Violence Prevention Month.

The year has ended with a note of optimism thanks to the children of Woorabinda who have shared their artwork with QCDFVR and the QPS to create a 2019 calendar. Their interpretations of the "happy families" theme reminds us all of the important work to be done across the great state of Queensland.

Visit to Charleville with Brisbane Broncos

On 13 and 14 November 2018, representatives of the Council visited Charleville as part of a collaboration with the Brisbane Broncos on the Beyond the Broncos Girls Academy program.

Chair Kay McGrath, Darren Lockyer, Deputy Police Commissioner Steve Gollschewski, Ian Leavers and Karni Liddell, and Kieran Chilcott from the Council's Aboriginal and Torres Strait Islander Advisory Group participated in the visit alongside Beyond the Broncos ambassadors Scott Prince and Justin Hodges.

The Beyond the Broncos Girls Academy program is currently being delivered to more than 700 students in 22 schools, and will expand in 2019 to support around 1300 students at more than 30 schools in southern Queensland and northern New South Wales. The program provides culturally-based support to young Aboriginal and Torres Strait Islander students focused on improving their educational outcomes and school attendance rates, and developing their future career pathways.

During the visit to Charleville, Council members participated in a workshop with Girls Academy students from Charleville and Cunnamulla, reinforcing the program's messages of empowerment and respect, and highlighting the importance of standing up to domestic and family violence.

While in Charleville, Council members also attended a community barbecue with Broncos ambassadors, met with the Mayor of Murweh Shire Council, Councillor Annie Liston, and met representatives of the Far West Indigenous Family Violence Service and Lifeline Darling Downs and South West Queensland.



Council representatives meeting Cr Annie Liston, Mayor of Murweh Shire Council (Photo by Ethan Collins)



Council representatives participating in Beyond the Broncos Girls Academy workshop with Beyond the Broncos Ambassador Scott Prince (Photo by Ethan Collins)



Darren Lockyer during the Beyond the Broncos trip to Charleville (Photo by Ethan Collins)

Personal observations – Darren Lockyer

As a former captain of the Brisbane Broncos and a member of the Domestic and Family Violence Implementation Council, it was great to bring these roles together on a trip to Charleville to see first-hand the impressive work of the Beyond the Broncos Girls Academy.

The Girls Academy program, delivered by Beyond the Broncos ambassadors including Scott Prince and Justin Hodges, works with young Aboriginal and Torres Strait Islander women to help them build self-confidence and pride in their culture, and inspire



Council members and representatives from the Far West Indigenous Family Violence Service during Council's visit to Charleville

Far West Indigenous Family Violence Service

Far West Indigenous Family Violence Service has been operating in the South West regional communities of Cunnamulla, Charleville and St George since 2009. The Service is auspiced by Cunnamulla Aboriginal Corporation for Health and provides a range of services to the community.

them to reach their potential. The Beyond the Broncos ambassadors and staff are role models who deliver the program's messages in a way that resonates, engages and motivates the students.

One of the key principles reinforced by the Beyond the Broncos program is 'respect'. The program aims to educate students not only about how to behave respectfully, but also what respectful relationships look and sound like.

This message is at the core of what the Council is trying to achieve. As a society we will not be able to eliminate domestic and family violence unless our young people grow up knowing what this violence looks like, that it is wrong, and that they deserve to be treated, and should treat others, with respect.

There is no simple solution to getting rid of domestic and family violence—the Council knows it will take time and effort from the whole community. Participating in a Beyond the Broncos workshop allowed me to contribute to this process by taking that message to some of those who can help make this change—our young people and our future leaders.

Darren Lockyer

The Service works with people who are experiencing or at risk of experiencing domestic and family violence, performing services such as arranging accommodation, providing advocacy and support, facilitating referrals to legal services, assisting clients with obtaining crisis payments, working with local Police and supporting clients with housing issues.

Working with people who use violence is another element of the Service's work, with staff helping people to identify relevant referral pathways, participate in case conferencing and working in partnership with counselling services. Throughout the year, the Far West Indigenous Family Violence Service is involved in a range of community education and awareness activities. These activities are usually centred around key community events, such as Domestic and Family Violence Prevention Month, Child Protection Week, Elder Abuse Week, White Wreath Day, International Women's Day, Youth Week and White Ribbon Day.

Implementation progress

Progress to date

The *Not Now, Not Ever* report contains 140 recommendations—121 recommendations directed at the Queensland Government and 19 directed at non-government organisations. In its 2017 progress report, the Council reported that, as at 30 November 2017:

- 95 recommendations (85 government and 10 non-government) and 10 enabling actions had been completed
- 43 recommendations (36 government and seven non-government) and 13 enabling actions had commenced, and
- two non-government recommendations were yet to commence.

As at 30 November 2018:

- 106 recommendations (95 government and 11 non-government) and 16 enabling actions had been completed
- 33 recommendations (26 government and seven non-government) and seven enabling actions had commenced, and
- one non-government recommendation was yet to commence.

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.

The Council's last report noted that only one recommendation relating to the framework for change remained ongoing. **Recommendation 4**, relating to the tabling of Council reports in Parliament, has also now been completed, with all reports being tabled by the Premier, and the requirement reflected in the Council's terms of reference.

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 2017

- seven recommendations completed
- one recommendation commenced

As at 30 November 2018

- eight recommendations completed

Key initiatives implemented:

- Domestic and Family Violence Prevention Strategy 2016–2026 and program of action plans to guide implementation (**recommendation 1**)
- Domestic and family violence evaluation framework to measure progress of reform initiatives (**recommendation 5**)
- Domestic and Family Violence Implementation Council to provide oversight and advocacy for reform program (**recommendation 3**)
- Domestic and Family Violence Death Review and Advisory Board to undertake systemic reviews of domestic and family violence-related deaths (**recommendation 8**).

Measuring progress

Domestic and Family Violence Prevention Strategy

Delivery of the Domestic and Family Violence Prevention Strategy (**recommendation 1**) has continued, with implementation guided by the Strategy's Second Action Plan covering the three-year period from 2016–17 to 2018–19.

During the current reporting period, a structured review of the Second Action Plan commenced. This review will assess the extent to which implementation activity is contributing to realising the vision of the Strategy, by analysing data and documents and through input from key stakeholders. The insights of the review will inform development of the Third Action Plan and guide future reform priorities.

The completion of this review is expected in the next reporting period and will be a major milestone in Queensland's understanding of how its efforts to combat domestic and family violence are progressing.

Evaluation framework

Evaluation of the reform program as a whole continues in accordance with the evaluation framework developed in response to **recommendation 5**. The framework has a number of interlinked elements that help relevant Queensland Government agencies and the broader Queensland community understand the impact of reform initiatives.

The Year 3 Highlights Card, which reports on indicators for the 2017–18 financial year, was released in October 2018. The highlights card reports that Queensland's response to domestic and family violence is having positive impacts across a number of key indicators, including:

- Queenslanders continue to have a good understanding of domestic and family violence, with 97.08 per cent of

respondents aware of the different types of domestic and family violence and 94.95 per cent of respondents identifying that all forms of domestic and family violence are unacceptable

- More Queenslanders are accessing services in relation to domestic and family violence, with increases in the number of:
 - cases being finalised by domestic and family violence counselling services
 - people being supported to access crisis accommodation or safety upgrades for their home
 - perpetrators voluntarily accessing perpetrator programs or related services
 - perpetrators who have been assessed by service providers as having reduced their domestic and family violence
 - victims and perpetrators receiving advice from domestic and family violence duty lawyers.
 - Reduction in the numbers of calls made to DVConnect (from 108,499 to 93,411).

The Council

The Council itself forms part of the framework for change, and was originally established for a two year period ending on 30 November 2017 (**recommendations 3 and 4**). In September 2017, the Premier approved the extension of the Council to 30 November 2019, ensuring independent oversight of *Not Now, Not Ever* recommendations continued for a further two years.

Given the Council's current period of establishment will expire at the end of the forthcoming reporting period, consideration will be needed over the coming year to determine the optimal role and form of oversight body that will be required going forward, based on progress of the reform program.

Spotlight: Evaluation framework

In July 2018, the Council's education work group convened a meeting with representatives of the Department of the Premier and Cabinet and the Institute for Social Science Research at The University of Queensland to discuss the development, implementation and progress of the evaluation framework.

The key components of the framework are:

1. **structured reviews** of the way in which the Strategy is being implemented
2. **flagship evaluations** of specific key initiatives under the Strategy
3. regular reporting on **high level indicators** through release of annual highlights cards to track progress over time
4. **a capacity building** component designed to ensure that meaningful implementation and outcome data are embedded in the design of programs under the Strategy.

The structured review of the Second Action Plan has commenced, and will inform development of the Third Action Plan under the Domestic and Family Violence Prevention Strategy.

Flagship evaluations of initiatives are being progressed by Queensland Government agencies under the evaluation framework. The flagship evaluations cover eight initiatives:

- the engagement and communication strategy
- respectful relationships education programs
- Queensland Police Service cultural change initiatives
- the Queensland Government's Domestic and Family Violence Workplace Support Package for public service employees
- integrated response trials in Mount Isa, Cherbourg and Logan-Beenleigh
- engagement with perpetrators through the Walking With Dads program
- domestic and family violence specialist court approaches, and
- the Domestic and Family Violence Community Justice Group enhancement program.

Flagship evaluations involve detailed analysis of initiatives and will allow agencies to understand how some of the major levers in reform program have operated, with detailed outcomes from these initiatives contributing to analysis of progress under the evaluation framework as a whole. Work on flagship evaluations has continued over the reporting period.

The *Queensland Government Strengthening Evaluation Capability Program* that aims to build evaluation expertise and capability across government to ensure robust evaluation of reform initiatives, has also commenced. This program includes face-to-face training, a toolkit of resources, embedded expertise and the establishment of a capability network.

If executed properly, this framework will provide the Queensland Government and the wider community with a means of understanding and explaining how both individual initiatives and the broader reform program have worked. This work contributes to the evidence base and narrative about the progress Queensland is making in its reform journey, and the next steps required to continue that journey.

To be truly successful, that narrative needs to speak about and to as many Queenslanders as possible. Evaluations should measure and explain how reforms have operated in a way that accounts for the diverse reality of Queensland life, capturing the experience of people in urban, regional, rural and remote contexts, discussing how Aboriginal and Torres Strait Islander Queenslanders have been impacted by reforms and accounting for the experience of groups with specialised needs such as people with disability. The Council has identified this as an important challenge for evaluation programs to address going forward.

Domestic and Family Violence Death Review and Advisory Board

Following delivery of its first annual report in November 2017, the Domestic and Family Violence Death Review and Advisory Board released its second report in November 2018, based on the Board's in-depth reviews of 20 cases involving 30 domestic and family violence deaths.

The *Domestic and Family Violence Death Review Board Annual Report 2017–18* focuses on themes emerging from the Board's case reviews, including:

- challenges associated with responding to family (rather than intimate partner) violence
- barriers faced by people from culturally and linguistically diverse backgrounds
- the impact of domestic and family violence on children
- service system experiences of victims and perpetrators
- risk assessment practices in both generalist and specialist services
- health practitioner responses to disclosures and underlying issues such as mental health and substance abuse
- crisis support by specialist services, including safety planning, victim advocacy and access to crisis accommodation
- mechanisms for enforcement, safety and protection through service responses to high risk and recidivist perpetrators, and
- service integration and responsiveness.

To inform its deliberations, the Death Review and Advisory Board also commissioned a systematic review of criminal justice system responses to domestic and family violence that has been completed and publicly released.

The Board's 2017–18 report made 13 recommendations to address the issues identified through its review of cases. The report is currently being considered by government.

The Queensland Government's response to the 21 recommendations made in the Death Review and Advisory Board's 2016–17 annual report was released in October 2018. The Queensland Government accepted 11 recommendations in full, accepted seven recommendations in principle, accepted two recommendations in part and noted one recommendation.

Actions being pursued by the government as part of its response to this report include:

- development of a suicide prevention framework for domestic and family violence refuges
- establishment of an alcohol and other drug clinical practice leader position within the Department of Child Safety Youth and Women
- development of a three-year Aboriginal and Torres Strait Islander Maternity Services Action Plan to facilitate access to culturally appropriate and responsive maternal health services
- conducting a trial of placement of Domestic and Family Violence Coordinators in the Brisbane Police Communications Centre, and
- trialling joint Queensland Police Service and child safety investigation teams.

While these actions are commendable, the Council is concerned at the delay between delivery of the Board's report in November 2017 and release of a formal government response in October 2018.

The Council supports the detailed, thorough and systematic reviews conducted by the Death Review and Advisory Board and encourages government to consider the recommendations of the Board's reports carefully, and to respond in a timely manner. Cases examined by the Death Review and Advisory Board demonstrate the urgency of improving responses to domestic and family violence to avoid future loss of life.



Personal observations – Deputy Chair Lance Hockridge

Once again through 2018 it has been a privilege for me to see and be part of the work of the Council. The changes to our meeting and work group arrangements have allowed for an even more granular appreciation of issues and progress, as well as affording the opportunity for interaction with a very wide range of stakeholders.

Through the work of the Council we have interacted with a range of legal, medical, business, education and community leaders. I am humbled to see and experience the initiative, effort and innovation that so many groups and individuals are demonstrating. Just a couple of examples are firstly the way in which the Public Service Commission has stepped up to provide real and genuine leadership in the space, and similarly the leadership of Mayor Greg Williamson and the Mackay Domestic Violence Taskforce—both of which are providing tangible examples of what felt leadership and genuine progress should look and feel like.

Notwithstanding these fine examples, however, we continue to see and experience the impact of domestic and family violence through not just reports to the Council but our opportunity to interact with community and other affected groups. It is a reminder for me of how ingrained and insidious this critical issue remains in our society. Elsewhere in this report for example we talk about the disproportionate impact on Aboriginal and Torres Strait Island members of our community. It is a stark reminder that we cannot become complacent, or feel that we have it under control, but nonetheless a source of encouragement to see the positive effects of the range of effort and responses that are underway in Queensland.

We need to build on the many examples of leadership and commitment being shown across so many groups and organisations and ensure that the momentum for change and improvement is maintained and built upon.

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
Deputy Chair
Domestic and Family Violence Implementation Council



Personal observations – Janette Phelan

As I reflect on Queensland’s progress

towards eliminating domestic and family violence, it is delightful to see how far we have come in a relatively short time. This year’s regional visits have been encouraging: communities are more educated and more aware of the issues; collaboration and dialogue between service providers are helping to reduce violence and keep victims safer; and new initiatives are being undertaken to prevent and respond to family violence. It was heartening to hear for the first time that Mackay police officers had noticed a drop in domestic and family violence callouts. Schools with a high incidence of domestic and family are increasingly developing a family and community focus in their attempts to address systemic issues. Businesses are developing policies and support structures for workers impacted by domestic and family violence.

Long term, permanent change in community attitudes only comes about with strategies delivered consistently over a long period of time. Hence, it is important to keep up the momentum, to keep evaluating our progress and to regularly determine next steps. Looking forward, we need a focus on strategies meet the domestic and family violence needs of members of our community such as people with disability, LGBTIQ people, culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander Queenslanders. Elsewhere, opportunities remain to expand domestic and family violence education in university courses, address the interaction between domestic and family violence laws and the Family Law system, and how we work with perpetrators of domestic and family violence.

Outside of the Council, I have been involved work that churches have been undertaking to address domestic and family violence, and this too has seen substantial progress. As community awareness of domestic and family violence has grown, conversations within churches about their roles and responsibilities in relation to domestic and family violence have become more common. Across Australia, churches are actively addressing the issue. The National Council of Churches



Presenters at the JCDVPP seminar (L-R) Rev Cannon Richard Tutin, General Secretary Qld Churches Together; Janette Phelan, Council member, Churches of Christ Queensland and JCDVPP Chair; Carole Danby, Catholic Archdiocese of Brisbane; Matt Bolton, Hope Centre, Circuit Breaker Course; Felicity Bailey, Anglican Church (Photo supplied by Janette Phelan)

is holding a roundtable discussion in May 2019 to share and develop strategies for dealing with domestic and family violence. The Anglican diocese of Melbourne has just commissioned Australia-wide research into domestic violence within Anglican churches. Australian College of Theology is holding Australasia-wide discussions about incorporating domestic and family violence training into all theological courses and making theological colleges safe places.

In Queensland, most mainstream churches and para-church organisations are developing domestic and family violence strategies. A number of churches now have domestic and family violence policies and procedures for employees and are working on strategies for church communities. The Joint Churches Domestic Violence Prevention Project (JCDVPP) has been reinvigorated. JCDVPP has a proud history of 28 years’ work in the domestic violence area. Its aim: through education, to make churches safe havens for victims of domestic violence and places where perpetrators can seek support to change their lives.

In September 2018, JCDVPP conducted a highly successful seminar, *Responding to Domestic Violence*, to educate church leaders about domestic and family violence and to equip them with strategies. JCDVPP is working on several project, including the publication and distribution of an update of the booklet, *Questions Women Ask About Domestic Violence and Christian Beliefs*, finalizing an extension review of their “Train The Trainer” manual and scheduling regular training seminars for church leaders using highly qualified presenters throughout 2019.

Janette Phelan

Culture and attitudes

Recommendations 10 to 70 provide for a range of initiatives aimed at eliminating domestic and family violence by supporting cultural change in the Queensland community. Of these recommendations, 52 were directed at the Queensland Government and nine were directed at non-government organisations.

Since the Council's last report, six recommendations (five government and one non-government recommendation) have been completed, bringing the total number of recommendations completed to 50, with 10 recommendations ongoing and one not commenced.

The recommendations completed in the past 12 months are:

- **Recommendation 19**, which relates to Council oversight of the engagement and communication strategy. The Council's role in overseeing implementation of the strategy has been reflected in the Council's terms of reference, with regular reports on development of campaigns provided to the Council and individual Council members as required.
- **Recommendation 22**, which relates to the implementation of the engagement and communication strategy through frontline services. Campaigns delivered under the strategy, including the recent bystander campaign, will be implemented progressively through government agencies delivering frontline services.
- **Recommendation 28**, which calls on the principals of non-government schools to consider respectful relationships education programs developed by the Queensland Government and incorporate them into school culture as appropriate. Through its engagement with the Queensland Catholic Education Commission and Independent Schools Queensland, the Council notes that respectful relationships education programs have been widely promoted in non-government school sector, and that many schools have actively adopted both respectful relationships education programs, and other activities to promote domestic and family violence support and awareness.
- **Recommendation 29**, which relates to including measures for implementing respectful relationships programs into the performance agreements of principals and deputy principals of state schools. This recommendation was addressed by including information on the need to implement respectful relationships education programs in key departmental

and school planning and reporting documents and systems.

- **Recommendations 38 and 39**, which relate to the Queensland Government developing training for managers and supervisors and information resources for employees impacted by domestic and family violence as part of a workplace response to domestic and family violence. These resources have been developed and released as part of the release of the Queensland Government's Domestic and Family Violence Workplace Support Package.

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 2017

- 44 recommendations completed (all government)
- 15 recommendations commenced (eight government and seven non-government)
- Two non-government recommendations not commenced)

As at 30 November 2018

- 50 recommendations completed (49 government and one non-government)
- 10 recommendations commenced (three government and seven non-government)
- One non-government recommendation not commenced

Key initiatives implemented:

- Domestic and Family Violence Engagement and Communication Strategy 2016–2026, including delivery of youth and bystander campaigns (**recommendations 18**)
- Development and delivery of respectful relationships education programs in Queensland schools (**recommendations 24 to 29**)
- Workplace support measures (**recommendations 31 to 41**)

- Provisions to encourage domestic and family violence-related workplace policies in Queensland Procurement Policy (**recommendation 42**)
- Domestic and family violence resources, training and antenatal screening support for health sector employees (**recommendations 52, 54, 55, 56, 58, 59**).

Ongoing initiatives:

- Responses to address the impact of domestic and family violence on people with disability (**recommendation 10**)
- Queensland Government position on addressing risk of elder abuse by carers (**recommendation 13**)
- Investment in prevention and education-focused initiatives as part of domestic and family violence funding (**recommendation 15**)
- Measures to address risk of work-induced trauma in Queensland Government service agreements with funded services (**recommendation 43**).

Measuring progress

Disability and elder abuse

The *Not Now, Not Ever* report identified that domestic and family violence experienced by people with disability, and elder abuse, are not issues or experiences that can be dealt with adequately by one-size-fits-all response to domestic and family violence. The *Not Now, Not Ever* report called for a review into the impact of domestic and family violence on people with disability, and a review into the prevalence and characteristics of elder abuse to lay the groundwork for policy responses to these issues (**recommendations 10 and 11**).

In response to **recommendation 10**, People with Disability Australia (PWDA) was contracted to undertake the review of the impact of domestic and family violence on people with disability. PWDA consulted with people with disability, the government and non-government sectors and specialised domestic and family violence services as part of the review.

The review into prevalence and characteristics of elder abuse comprised two components: a literature review and qualitative research undertaken by Curtin University, and an examination of state government datasets undertaken by the Queensland Government Statistician's Office.

The Council's last report noted that the reviews discussed above were reported as completed in 2017. These reports have remained unreleased over the current reporting period. The original recommendations to commission these reviews envisaged the development of research-based, tailored response to the needs of people with disability and people impacted by elder abuse as an important part of a comprehensive response to domestic and family violence in Queensland. The urgent need for service improvements remains, and further efforts are required to improve capacity to respond to the needs of these groups.

Despite previous indications of encouraging progress on these issues, particularly following the Council's engagement with stakeholders on responses for people with disability during 2017, it is disappointing that further progress has not been achieved over the current reporting period. Given the vulnerability of these groups, the need for dedicated work to support the needs of people with disability and people impacted by or vulnerable to elder abuse cannot be neglected. The Council remains focussed and committed to progressing this issue.

Engagement and communication strategy

Central to the Queensland Government's efforts to effect cultural and attitudinal change in relation to domestic and family violence is delivery of the *Domestic and Family Violence Prevention Engagement Strategy 2016–2026*. The strategy is being delivered through a rolling program of activities that communicate with the Queensland population, addressing 11 recommendations of the *Not Now, Not Ever* report.

The most recent reporting period saw the launch of the bystander campaign, the second major public campaign of the strategy, delivery of the second phase of the youth campaign, *Stop the Hurting – End Domestic Violence*, and ongoing messaging to maintain community awareness about domestic and family violence and the support available for victims.



Journalists Matt Wordsworth, Georgina Lewis, Melissa Downes and Council Chair, Kay McGrath, join with Premier Annastacia Palaszczuk to launch the media's campaign to increase focus on domestic and family violence reporting in May 2018 (Photo by NewsCorp)

The bystander campaign was launched in May 2018, coinciding with Domestic and Family Violence Prevention Month. Targeted at all adult Queenslanders, the campaign sought to inform people who witness domestic and family violence about action they can take to appropriately and safely support people affected by domestic and family violence, and to encourage such action.

The initial phase of the bystander campaign ran from May to July 2018 and was delivered across a range of media formats and channels, including television and cinemas, public transport, public conveniences, online videos and social media, supported by a campaign website at qld.gov.au/dosomething.

Alongside the launch of the bystander campaign, the Council's Chair, Kay McGrath, led a successful campaign among members of the Queensland media to increase focus on domestic and family violence issues by the media during May 2018.

The second phase of the youth campaign, *Stop the Hurting – End Domestic Violence*, was delivered through targeted digital and social media channels and search engine marketing. The youth campaign has been the subject of an evaluation, with results indicating high levels of awareness of the campaign among young people, and positive impacts on the knowledge and attitudes of young people in relation to domestic and family violence. More than 220,000 teenagers were reached through Facebook and Instagram posts, and the campaign achieved more than 675,000 unique views of display and video activity through platforms such as YouTube and Spotify. Post-campaign evaluation research with young people indicated that more than half of the teenagers surveyed (56 per cent) recalled seeing advertising

about domestic and family violence without prompting, and most teenagers (78 per cent) felt better informed about where to go for help after seeing the campaign.

During 2018, work was also undertaken to develop a campaign targeting the Lesbian, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community, in response to **recommendation 14** of the *Not Now, Not Ever* report. Launched at the end of 2018, the 12-month LGBTIQ domestic and family violence campaign is designed to raise awareness of the incidence of, and support mechanisms available for, people suffering domestic and family violence within the LGBTIQ community.

The campaign is informed by findings from engagement with stakeholders and focuses primarily on editorial content delivered through trusted LGBTIQ sources, to ensure the campaign is culturally appropriate, inclusive, and speaks broadly to LGBTIQ community members. A campaign website developed by the Queensland Government supports a call to action to find out more about the signs of domestic and family violence in the LGBTIQ community and how to seek support.

Schools

The implementation of respectful relationships education programs in Queensland schools across the state and non-state school sectors is a key strategy for driving generational cultural and attitudinal change in relation to domestic and family violence (**recommendations 24 to 29**).

Respectful relationships materials that were called for in the *Not Now, Not Ever* report have been developed and made available for use by primary and secondary schools across the government, Catholic and independent school sectors over a number of years. In the state school sector, information on the need to implement these programs has been included in key Department of Education and school planning and reporting documents and systems, in response to **recommendation 29** that was completed in the current reporting period.

Spotlight: Respectful relationships education in Queensland schools

In February 2018, the Council's education work group convened a meeting with representatives of the state and non-state school sector to discuss implementation of respectful relationships education in Queensland schools. This meeting followed consideration of action by the schooling sector by the full Council in early 2016.

Representatives from the Department of Education, the Queensland Catholic Education Commission and Independent Schools Queensland attended the meeting to provide further information about action being undertaken to deliver respectful relationships education programs within Queensland schools.

The meeting demonstrated that the state, Catholic and independent schooling sectors maintain a strong ongoing commitment both to respectful relationships education and broader initiatives to address domestic and family violence in school communities, with a collegiate spirit of cooperation and support underpinning efforts across the sector.

Recommendation 28 of the *Not Now, Not Ever* report specifically relates to the adoption of respectful relationships education programs by non-state schools. Further to the meeting held in February 2018, Independent Schools Queensland and the Queensland Catholic Education Commission provided the Council with an overview of activities relevant to the recommendation that have been undertaken in their respective sectors. These include:

Independent Schools Queensland

- Promotion of a range of respectful relationships education resources on the Independent Schools Queensland webpage.
- Promotion of White Ribbon Australia's professional learning program for principals and teachers.
- Promotion of domestic and family violence resources targeted at staff and implementation of a new *Domestic and Family Violence and the Workplace* policy.

Queensland Catholic Education Commission

- Promotion of respectful relationships education resources to Catholic schools through a portal providing schools with access to resources.
- Queensland Catholic Education Commission representation on the Commonwealth Respectful Relationships Education Working Group.
- Active promotion of entitlements to 10 days' paid domestic and family violence leave for Catholic school employees.
- Establishing Catholic school authority taskforces focused on providing information and support to families in relation to domestic and family violence issues.
- Provision of ongoing training on domestic and family violence to staff.

Noting that these activities are consistent with the efforts of the state school sector, **recommendation 28** is considered to be completed, subject to ongoing action to ensure continued delivery of relevant programs in non-state schools.



Forest Lake State High School

At Forest Lake State High School, the message of ‘Not Now, Not Ever’ has led to the school holding its inaugural White Ribbon Rugby League Exhibition match in 2018.

School Principal, Mrs Denise Kostowski said that with domestic violence reports in the community among the highest in the state, staff decided on this innovative approach to align the messages from White Ribbon with the school’s focus on growing strong young men through the rugby league program of excellence.

“The school league players are taught the importance of values of respect, discipline and hard work both on and off the field. Educating our students on domestic violence and being able to stop the cycle within the community was a natural progression for the program,” she said.

White Ribbon merchandise was purchased and sold prior and on the day of the event to spread the message in the school community and to promote to our community that Forest Lake State High School is taking a stand against domestic violence.

Mr Cameron Webb, Head of Health and Physical Education said, “In a pre-game function, the players’ mothers presented a special jersey to their sons.”

“This symbolism proved very emotional for both the boys and their mothers. It was obvious how much this gesture meant to the mothers of our boys,” he said.

Following a close game against Marsden State High School, players, dressed in their new formal travel uniform, joined their guests. A White Ribbon ambassador spoke to the group and led all the players in taking the White Ribbon Oath in front of parents, teachers and business representatives from the community.

Mr Caleb Prescott, Branch Sales and Service Manager or Heritage Bank Forest Lake, and sponsor of the

Forest Lake State High School students taking the White Ribbon Pledge at the 2018 White Ribbon Rugby League Exhibition match dinner (Photo supplied by Forest Lake State High School)

program said, “Seeing fine young men able to express their physicality in a controlled environment, and in a measured capacity shows enablement of exercising restraint and control that will flow on to their personal home lives.”

“I am impressed to see Forest Lake State High School actively involved in challenging domestic and family violence head on, and creating a much-needed catalyst for change,” he said.

Mr Prescott said that seeing these young men formally take their stand, and taking the pledge to make their stand against domestic violence was something to behold. Our future community of influential men, making their own choice to make a difference, and be accountable to their actions is definitely the right direction to eradicating this plight.

Ms Joanne King, Sales Manager of Forest Lake Coronis Realty and sponsor of the event, said that as she and her children are survivors of domestic violence, she knows the affects this has on a family and children short and long term.

“If we can stop this for even one family then we have done a great thing,” she said.

Ms King said that doing this through the football is a smart way to go about this as it brings the men in the school into a position of being able to influence the boys/young men in a manner that they will listen and hear.

Mr Ben Hugo, White Ribbon ambassador, said that he was impressed by the way the entire School was involved and particularly the excellence programs. The faculty are all on the same page and have huge respect from the students.

“It truly was a marvellous event,” he said.

Spotlight: Workplace responses to domestic and family violence

In June 2018, the Council's local engagement work group convened a meeting with the leadership of the Public Service Commission to discuss the Queensland Government's workplace responses to domestic and family violence.

The Public Service Commission reported that the Queensland Government is well-advanced in its action to address domestic and family violence, with Queensland Public Service employee opinion surveys demonstrating increases in awareness of domestic and family violence among public service employees. The focus of this work going forward will be on consolidating implementation achievements and embedding reforms, informed by the findings of the flagship evaluation of the Domestic and Family Violence Workplace Support Package.

Following this meeting, Council members attended a meeting of the Queensland Male Champions of Change group in August 2018 to discuss the efforts of Queensland businesses to promote action to address domestic and family violence within their own organisations and across the wider corporate sector.

In addition to calling on the Queensland Government to lead by example in relation to workplace responses, the *Not Now, Not Ever* report made a number of recommendations calling on Queensland's private and non-government sector to adopt workplace responses to domestic and family violence.

Through its regional visits to Cairns and Mackay and other events, the Council has been pleased to note instances where Queensland businesses and non-government organisations are driving efforts to address domestic and family violence through their workforce activities or through community contributions.

This was particularly demonstrated through the Council's visit to Mackay, where Council members met with representatives from a range of local businesses who are actively involved in the Mayor's Domestic Violence Taskforce. This action demonstrates the contribution that can be made by businesses to raise awareness, drive change and support people impacted by domestic and family violence, both within workplaces and the broader community.

At this stage in the reform program, it is encouraging to see continuing examples of employers, businesses, non-government organisations and communities initiating responses to domestic and family violence around Queensland. This can be seen in work ranging from place-based initiatives such as the Mackay community response, to corporate sector initiatives such as the work of Queensland Male Champions of Change, to collaboration between private sector leaders and government on responses to domestic and family violence led by the Minister for the Prevention of Domestic and Family Violence, the Honourable Di Farmer MP.

The Council looks forward to further efforts over the coming reporting period on awareness-raising and activity among Queensland businesses, workplaces and communities.



Council members attending a meeting of the Queensland chapter of the Male Champions of Change facilitated by PwC

Queensland Male Champions of Change

On 8 August 2018, Council members attended the quarterly meeting of the Queensland chapter of the Male Champions of Change (QMCC) facilitated by PwC.

The QMCC is comprised of a group of prominent chief executive officers and senior business leaders from across a number of industries and sectors. The QMCC's core mission is to actively advance gender equality within their organisations and across the community at large. Meeting quarterly each year for two hours, the QMCC discusses a variety of topics that work to address gender inequality, leveraging personal and collective insights to drive practical and sustainable changes within their organisations.

The August QMCC meeting was dedicated to the topic of workplace responses to domestic and family violence, with Council members attending to share their insights and reflections around leading practices in domestic and family violence. QMCC members shared reflections around their individual workplace's response to domestic and family violence, discussing the relative maturity and opportunities for improvements to organisational responses to domestic and family violence.

Issues considered by QMCC and Council members at the meeting included:

- how to engender support of the business, leaders and industry partners to improve domestic and family violence workplace responses
- training approaches, including first responder training
- policy and practice responses, including leave provisions and referral pathways
- workplace accreditation approaches

- preventative responses, and
- raising awareness in the community, including partnerships with community organisations.

The meeting also discussed strategies that could be employed by QMCC as a group and within their organisations to promote leading practice responses to domestic and family violence, what could be done to expand the message in the corporate sector and more broadly within the community, and what could be done to leverage what was working well and enhance collaboration.

A number of key levers were identified to drive change in workplace responses to domestic and family violence:

1. **Leadership and engagement building**—applying a ‘bottom-up/top-down’ approach building a bigger network, and showcasing efforts and recruiting more ‘leaders’ to help those organisations who don’t see domestic and family violence as an issue for them.
2. **Linking domestic and family violence to the business agenda**—establishing links to the strategic priorities of workplaces, such as through a focus on safety and wellbeing.
3. **Extending reach and deepening impact**—linking work to the workplace diversity and inclusion agenda and engaging with industry and community partners.

The meeting closed with QMCC members identifying practical actions that they could take away as a group including:

- how to build out their workplace responses to incorporate preventative actions
- how to leverage and share some of the work already completed by the Council on the topic
- actions each QMCC could commit to as part of the 16 Days of Activism against gender-based violence.

PwC also co-hosted a breakfast with the Minister for the Prevention of Domestic and Family Violence, the Honourable Di Farmer MP in October 2018, focused on generating practical insights and strategies for addressing domestic and family violence in the workplace.



*Birthday packs provided by Strategenics
(Photo supplied by Australia's CEO challenge)*

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 calls for businesses and non-government organisations to sign up to Australia's CEO Challenge (ACEOC).

ACEOC works with businesses—of all sizes and from all sectors—to become more aware and responsive to domestic and family violence, ensuring greater support for staff directly impacted.

Between January 2018 and 30 November 2018, ACEOC delivered more than 1000 hours of workplace training to 19 Queensland Government agencies and 24 other organisations, reaching more than 6000 people.

A key part of ACEOC's work is establishing partnerships between corporate business and frontline domestic and family violence services. At the end of November 2018, ACEOC had 14 active partnerships with 22 under negotiation or in the pipeline.

ACEOC partnerships come in all shapes and sizes. Sometimes it's the little things that make all the



*Staff from Australia's CEO Challenge
(Photo supplied by Australia's CEO challenge)*

difference. For example, when Toowoomba-based business Strategenics asked how they could help their partner refuge they were asked to provide birthday packs for two boys turning two and six. The packs that the Strategenics' staff pulled together elicited this response from the mother of family:

“We are very thankful and grateful for all of the help when we had nothing. I didn't think I would be able to give the boys anything for their birthdays because of everything that has gone on and I just didn't have the money. We had nothing. I could not believe what we got, it was such an awesome surprise and we will forever be thankful.”

ACEOC also held its major fundraising and community awareness event—the Darkness to Daylight run—in May 2018 to close out Domestic and Family Violence Prevention Month. In 2018, more than 2300 people took part in the challenge.

In late 2018, ACEOC launched its new initiative Chats4Change, which helps community leaders start conversations in the workplace about DFV—breaking down stigma and raising funds for those affected. Community leaders have until August 2019 to sign up for the inaugural Chats4Change campaign.

Workplace responses

The *Not Now, Not Ever* report made a number of recommendations in relation to workplace responses to domestic and family violence, with a strong focus on the Queensland Government, as the state's largest employer, leading by example in the development of best practice workplace responses to domestic and family violence. At the time of the Council's last progress report, key initiatives were in place, such as:

- legislated domestic and family violence leave and unfair dismissal provisions for the Queensland public sector (**recommendations 33 to 35**)
- domestic and family violence training for use in Queensland workplaces (**recommendation 32**), and
- development and publication of the Domestic and Family Violence Workplace Support Package by the Public Service Commission (**recommendation 37**).

Procurement practices

The *Queensland Procurement Policy* provides another important mechanism to promote workplace action to address domestic and family violence among Queensland Government suppliers. The procurement policy was updated in 2018 to include a commitment to take into account workplace policies and practices aimed at ending domestic and family violence as part of supplier evaluation and selection, in response to **recommendation 42** of the *Not Now, Not Ever* report.

The commitment is supported by a social procurement toolkit, including the *Ending domestic and Family Violence – Guidance for Government Buyers* document. This policy supports Queensland Government buyers in encouraging appropriate workplace action on domestic and family violence by suppliers, while adhering to principles of fairness in procurement and taking account of the relative capacity of different suppliers to undertake such action.

The framework established by the revised procurement policy and supporting documents promises to encourage workplace action on domestic and family violence across a wide range of businesses operating in Queensland. The Council understands a performance measurement and reporting framework for procurement is being developed that will include a measure in relation to procurement activities targeting action on domestic and family violence. The Council looks forward to learning more about the outcomes derived from the policy going forward.

Health

The health sector is a key component of the service system likely to have incidental contact with a broad range of people impacted by domestic and family violence, including many who may not contact other services.

A health sector that has the capacity and commitment to recognise and respond to people impacted by domestic and family violence has the potential to reach Queenslanders who otherwise would not be reached.

The Council has previously identified the health sector as a crucial intervention point for domestic and family violence, and notes that the Domestic and Family Violence Death Review and Advisory Board has directed a number of its recommendations towards initiatives that will enhance the health sector's capacity in this regard.

The *Not Now, Not Ever* report made 14 recommendations that sought to support Queensland's health sector to build this capacity to support people impacted by domestic and family violence. Ten of these recommendations were directed at the Department of Health. They relate to initiatives including:

- development of a toolkit of resources to support health sector employees to recognise and respond to domestic and family violence (**recommendation 52**)
- development and roll-out of a domestic and family violence train-the-trainer program (**recommendation 55 and 56**), and
- review of antenatal screening for domestic and family violence in Queensland hospitals (**recommendation 54**).

At the time that the Council released its last report, the Department of Health had completed the implementation of all recommendations for which it had responsibility. In the most recent reporting period, the Department of Health has undertaken a number of activities to support, update and embed initiatives arising from these recommendations, including:

- updating the toolkit of resources to incorporate material on non-lethal strangulation in domestic and family violence, with an evaluation of the toolkit commenced in November 2018
- publication and implementation of the *Antenatal screening for domestic and family violence guideline* by the Department of Health to promote consistency and best practice in antenatal screening across the public and private health sectors

- commencement of development of a training video to support the implementation of the antenatal screening guideline
- commencement of work to include domestic and family violence screening and the use of the toolkit in the work of nurse and midwifery navigators
- a review of the train-the-trainer program that was rolled out in the last reporting period, with results demonstrating that 3000 health workers and clinicians received face-to-face training in 2017, including 800 in private hospitals.

Four recommendations of the *Not Now, Not Ever* report are directed at non-government health sector stakeholders: the Royal Australian College of General Practitioners (RACGP), the Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG), the Australian College of Midwives (ACM), CheckUp, and the seven Primary Health Networks based in Queensland. The recommendations are focused on building the capacity to respond to domestic and family violence among health professionals from three key disciplines: general practice, midwifery and obstetrics and gynaecology.

In the Council's previous report, **recommendations 50 and 57** had not commenced. As detailed below, the Council has undertaken further engagement with relevant stakeholders regarding work they have undertaken to support implementation.

Training

Recommendations 64 to 66 of the *Not Now, Not Ever* report seek to improve the capacity of professionals to respond to domestic and family violence through an increased focus on domestic and family violence education in tertiary courses. **Recommendations 64 and 65** focus specifically on teacher training, while **recommendation 66** promotes the uptake of domestic and family violence competencies by a wider range of tertiary students. At the time of the Council's last report, these recommendations were reported as completed.

In the most recent reporting period, the Council and its education work group have discussed the scope that exists to further develop these efforts. The *Dentists and Domestic Violence: Recognise, Respond and Refer program* that the Council learnt about during its visit to Cairns demonstrates both the value that domestic and family violence education offers to tertiary students preparing for a professional life, and the capacity of tertiary institutions and specialist services to collaborate and develop initiatives. There is scope for more stakeholders in Queensland to follow this example and incorporate domestic and family violence education in formal study or training provided across a variety of professions.



Personal observations
– Dr Wendell
Rosevear OAM

Recommendation 50 and the role of General Practitioners in preventing domestic violence

I am supportive of GPs being proactive in responding to domestic violence and helping prevent it.

Recommendation 50 of the *Not Now, Not Ever* report comes from the recommendation of Mr John Hutton, Coroner, from his findings in relation to the death of Noelene Marie Beutel.

Mr Hutton notes that the Royal Australian College of General Practitioners publication, *Abuse and Violence* (The White Book), “makes no attempt to be prescriptive. Ultimately, a GP will still be required to balance the overall medical circumstances of each patient, in determining whether to treat one, both or neither party to a domestic violence relationship” but he calls for “simple guidelines”. He also notes that if confidentiality is not respected, it may have “a perverse effect by inhibiting victims from going to the GP in the first place”.

Recommendation 50 calls on the RACGP to refine the White Book “to be more prescriptive and provide more definitive advice and decision make pathways for GPs.”

Under “Safety and risk assessment”, the White Book states: Health practitioners should express their concern about a patient’s safety and the likelihood of risk but it is a woman’s right to decide on her own pathway to safety.

The White Book then recommends:

- Safety as the main priority and working with specialist services, including the police.
- Safety assessments need to be undertaken by health practitioners when seeing any patient experiencing abuse and violence
- Documenting carefully for the benefit of communicating with others and for potential legal processes.

The guidelines emphasise giving victims choices and maintaining confidentiality. They encourage collaboration and empowerment for victims outlining the nine R’s: Role, Readiness, Recognise, Respond, Risk and Safety, Review, Refer, Reflect, Respect and they give references.

The Queensland Health Clinical Guidelines, which are also available for GPs, state “it is essential that clients are supported to make their own decisions in relation to a referral to a specialist service. If a client chooses not to accept the offer of referral to a specialist service a health professional should provide them with ongoing support and appropriate information. Be sensitive to their wishes and always respect their choices.”

My assessment is that Coroner Hutton, Queensland Health and the White Book are in agreement about respect for choice and confidentiality.

Doctors have always been guided by the Hippocratic Oath that states to “First Do No Harm”.

In abuse, victims don’t have a choice, so in response it is vital that carers give and respect choice to help restore the value of the victim and to offer a safe place where victims feel confident to disclose what is happening. Otherwise, we can’t expect them to trust us enough to open up and tell the truth. Without that foundation of safety, victims can become locked into secrecy and isolation. Hence respecting choice is fundamental.

While the White Book has not been modified yet, it does outline the key ingredients in responding to abuse. It could provide more simple pathways for responding as in a flow chart or step-by-step approach.

A common dilemma is to stay or to leave a domestic violent relationship. If patients know GPs will respect their choice, they are more likely to discuss the pros and cons of each option and decide for themselves. If patients choose to stay in a domestic violence relationship, there needs to be:

- a safety plan
- resources to enact that safety plan
- crisis options.

This is an area that the White Book could well address when it is revised.

The decision is not as simple as staying or leaving, as there can be many factors to consider. So, there is a need for safety to allow honesty to find a solution that respects choice and values people, the healing and prevention of abuse.

Dr Wendell Rosevear OAM

Spotlight: Health sector action

In July 2018, the Council's health work group convened a meeting to discuss health sector implementation activities, inviting representatives from the Department of Health, the Royal Australian College of General Practitioners (RACGP), Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG), the Australian College of Midwives (ACM) and the Private Hospitals Association of Queensland to attend.

The Council was pleased to learn about positive activities that organisations have pursued including development and promotion of a six-module professional development toolkit for general practitioners on domestic and family violence by RACGP and a range of activities that RANZCOG has undertaken to raise awareness in relation to domestic and family violence among its membership.

Following the meeting, the Department of Health and ACM commenced work on collaborative development of professional development materials for midwives on antenatal screening, in line with **recommendation 57**. This was one of two recommendations that had not commenced when Council issued its last report. As such, the Council is pleased to see this outcome arising from the meeting and encourages the Department of Health and ACM to continue to progress this work.

The other recommendation that had not commenced at the time of the last report was **recommendation 50**.

Recommendation 50 relates to the updating of the *White Book*—a resource developed by RACGP to assist

general practitioners working with patients impacted by abuse and violence. Through engagement with the Council, RACGP representatives have outlined the context in which this recommendation sits, noting that the *White Book* is a national document, and that it is one of a number of similar handbooks that the RACGP produces that are updated on a rotating basis.

While the RACGP has not scheduled the next update of the *White Book* due to the need to update other resources, RACGP has undertaken a range of activities to support its members to develop their capacity to enhance their understanding of domestic and family violence and their capacity to support patients impacted by that violence. The RACGP website contains a range of resources to support general practitioners, including a professional development program on family abuse and violence, a series of webinar resources dealing with issues such as self-care, working with perpetrators, elder abuse and Aboriginal and Torres Strait Islander family violence, and the *White Book* itself. RACGP members have taken a leading role in promoting resources and participating in conferences on the primary health sector's response to domestic and family violence.

Around Queensland, Primary Health Networks have worked to support the capacity of the primary health sector to respond to domestic and family violence, promoting resources such as the *White Book* and supporting local initiatives, such as training and the development of systems and resources that help general practitioners to understand and respond to patients affected by domestic and family violence.

Service responses

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

Since the Council's last report, one additional recommendation has been completed, bringing the total number of recommendations completed to eight, with 12 recommendations ongoing.

The additional completed recommendation relates to flexible initiatives to support provision of crisis accommodation, support for women and children staying in their homes and safety upgrade programs (**recommendation 86**), with additional funding allocated for safety upgrade services and trialling of new technologies as part of the Safe at Home program.

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 2017

- Seven recommendations had been completed
- 13 recommendations had been commenced

As at 30 November 2018

- Eight recommendations completed
- 12 recommendations commenced

Key initiatives implemented:

- Audit of services (**recommendation 71**)
- Information-sharing legislative framework (**recommendation 78**)
- Increasing access to perpetrator programs in the correctional system (**recommendation 81**)
- Improved options to support accommodation needs of people impacted by domestic and family violence (**recommendations 84 to 88**).

Ongoing initiatives:

- Funding and investment model (**recommendation 72, 73**)
- Integrated response trials and high risk teams and associated evaluation, systems and tools (**recommendations 9, 74 to 77, 79, 83**)
- Practice standards for perpetrator programs and roll-out of additional programs (**recommendations 80 and 82**)
- Non-residential support for victims (**recommendation 89**)
- Enhancing service responses for people with disability.

Measuring progress

Integrated responses and high risk teams

The development of integrated service responses to domestic and family violence is a key part of the *Not Now, Not Ever* report's vision for service sector reform in Queensland. In the most recent reporting period, trials of integrated response models based in urban, regional (with rural outreach) and discrete Indigenous community settings have continued in Logan-Beenleigh, Mount Isa and Cherbourg respectively (**recommendations 9 and 74**). These trials are the subject of a flagship evaluation (**recommendation 75**), the results of which will inform Queensland's approach to integrated domestic and family violence service responses going forward.

A key component of integrated response models is the establishment and operation of high risk teams to provide local level multi-agency case management for high risk domestic and family violence cases (**recommendation 76**). These teams bring together representatives from agencies including police, health, corrections, housing and domestic and family violence services, employing a common risk assessment and safety management framework. In the most recent reporting period, high risk teams have commenced operation in Brisbane, Ipswich

and Cairns, with two further high risk teams scheduled to commence operation in Mackay and Moreton Bay in 2019.

The work of the integrated response trials and high risk teams is underpinned by legislation, guidelines and ICT systems that facilitate information sharing (**recommendations 78 and 79**) and a suite of tools that support the operation of the integrated response. All of these aspects of the integrated responses were in operation prior to the current reporting period, as noted in the Council's last report.

Another important element of the government's approach to building Queensland's service response to domestic and family violence is work to support development of sector workforce capacity and capability. This is being undertaken both through implementation of the Human Services Quality Framework that applies to the human services sector generally, and workforce capacity building initiatives planned for domestic and family violence services.

This represents a step forward from the policy environment that gave rise to the *Not Now, Not Ever* report, responding to increasing demand for domestic and family violence services and expansion of the service network. Providing support to the sector in this changing service delivery environment will be an important step to enhancing capacity of Aboriginal and Torres Strait Islander community service organisations as well as addressing the specialised needs of vulnerable cohorts.

As discussed earlier in this report, people with disability are particularly vulnerable to suffering domestic and family violence and require improvements in capacity to respond to their needs across the various aspects of the service system. The way in which the domestic and family violence sector supports people with disability, and the way in which the disability services sector approaches domestic and family violence are important issues for Queensland's domestic and family violence service response.

While the review of the impact of domestic and family violence on people with disability contemplated in **recommendation 10** of the *Not Now, Not Ever* report has been completed, the consequent enhancement of service responses for people with disability needs to be a key priority going forward.

Funding of services

Recommendations 72 and 73 concern the development of a long-term funding and investment model to support decisions on the best mix of specialist and general domestic and family violence services across Queensland.

The Council's last report noted that funding and investment guidelines had been developed, but the funding and investment model was still being finalised. Development of the funding and investment model has remained ongoing during 2018.

As envisaged in the *Not Now, Not Ever* report, the funding and investment model was to be implemented to address gaps in generalist and specialist services and guide funding decisions over the five-year period from 2016–17. In particular, **recommendation 73** called for the model to explicitly outline how investment will address the specific challenges of service delivery in rural and remote communities.

The demands of service delivery in a large, decentralised state such as Queensland are inherently complex. The Council has regularly heard from service stakeholders in regional communities about the particular challenges they face in supporting victims of domestic and family violence, within a context of vast distances, limited transport and accommodation options, difficulties in maintaining confidentiality and safety in small communities, and shortages of skilled workers.

Noting the importance of these issues, the Council continues to look forward to the finalisation of this model.

Perpetrator programs

Recommendations 80 and 82 relate to the provision of services for perpetrators in Queensland, with **recommendation 80** calling for the Queensland Government to increase access to perpetrator intervention initiatives, and **recommendation 82** calling for the review and update of perpetrator practice standards and consideration being given to establishing a formal accreditation process.

The Council has previously noted that perpetrator interventions are a crucial element of a domestic and family violence response, with the capacity to enhance victim safety and perpetrator accountability and facilitate behavioural change. The Council's previous report noted that new perpetrator programs had been rolled

out in a variety of locations around the state, and work had commenced on the review of perpetrator practice standards. This includes the Walking With Dads pilot initiative adopted by Child Safety in its work with statutory clients in Mount Isa, Gympie, Sunshine Coast and Moreton Bay as a model to best protect children in homes where domestic and family violence is present.

In the most recent reporting period, the Council and its Aboriginal and Torres Strait Islander Advisory Group examined perpetrator interventions in the context of the correctional system, with a particular focus on Queensland Corrective Services initiatives to meet the needs of Aboriginal and Torres Strait Islander offenders.

The development of high quality and accessible community-based perpetrator programs is critical to complementing correctional system interventions and optimising Queensland's approach to dealing with people who use domestic and family violence. The most recent reporting period has seen the Department of Child Safety, Youth and Women continue the rollout of \$10.3 million in funding that was allocated for perpetrator programs in the 2016–17 State Budget. However, it should be noted this funding does not particularly target Queensland Corrective Services clients. This funding has supported additional programs in the Gulf, Mackay, Moranbah, Emerald, Longreach, Gladstone, Brisbane and Beaudesert, and enhancements to existing perpetrator programs in Rockhampton, Bundaberg, Hervey Bay, Gympie, Moreton Bay, Roma, Ipswich, Logan, Redland and the Gold Coast. Funding has also been used to enhance existing and established programs, recognising the increased demand for perpetrator interventions since the release of the *Not Now, Not Ever* report, particularly client referrals from the courts and police. Delivered by a range of non-government service providers, these perpetrator programs are an important component of local responses to domestic and family violence.

Working with perpetrators is an area that often highlights the intersection of child protection and domestic and family violence issues. In this context, the ongoing trial of the Walking With Dads initiative continues to support collaboration between the domestic and family violence and child protection sectors through a domestic violence-informed approach to child protection that focuses on both perpetrator accountability and father inclusion in Moreton Bay, the Sunshine Coast, Gympie

and Mount Isa. Similarly, the Caring Dads program, which seeks to address the behaviour of fathers who perpetrate violence against their partners and children through behaviour change, is being trialled in Sunshine Coast, Moreton Bay, Ipswich and Toowoomba.

While the programs discussed above provide local communities with vital access to perpetrator interventions, the review of perpetrator practice standards and the development of a quality framework in response to **recommendation 82** is expected to drive sector-wide changes to the design and delivery of perpetrator programs across Queensland. The establishment of a quality framework and monitoring regime will complement the revised practice standards. The objective of this project is to deliver a set of contemporary, evidenced-based practice standards to guide the delivery of perpetrator programs in Queensland.

Together, the expansion of perpetrator programs around the state, the updating of practice standards and the implementation of a quality framework represents a significant change in the way Queensland's domestic and family violence service system improves services and outcomes for perpetrators. The Council looks forward to the continuing progress of this work over the coming year.

Accommodation and post-crisis support

Recommendations 84 to 89 focus on the accommodation and post-crisis support needs of people impacted by domestic and family violence. They include recommendations to:

- deliver two 72-hour shelters in Brisbane and Townsville (**recommendation 84**)
- transfer responsibility and funding for domestic and family violence shelters to Department of Child Safety, Youth and Women (**recommendation 85**)
- expand the range of approaches to crisis accommodation, including options to relocate perpetrators and increased use of safety upgrades to support victims to stay in their homes (**recommendation 86**)
- pilot a refuge that caters for families with companion animals (**recommendation 87**), and
- expand the range of responses to alleviate housing stress and homelessness for victims of domestic and family violence (**recommendation 88**).

It is understood that the 72-hour shelter model delivered in response **recommendation 84** has been the subject of an evaluation, the results of which should support consideration of approaches to crisis accommodation going forward.

At the close of the current reporting period, all recommendations, with the exception of **recommendation 89**, have been completed. This recommendation concerns the provision of brokerage funding to alleviate immediate financial hardship, non-residential support programs and subsidised training and skilling incentives to victims of violence, has commenced and remains ongoing.

This progress in implementation of recommendations relating to accommodation and post-crisis support is noted. However, access to housing support for people escaping domestic and family violence, and in particular the availability of crisis accommodation, remains an issue for domestic and family violence services. This should be a key consideration in determining future investment needs for Queensland's domestic and family violence service system.

Spotlight: Housing support measures

In September 2018, members of the Council's service integration work group convened a meeting with representatives of the Department of Housing and Public Works to discuss measures to providing housing and accommodation support for victims of domestic and family violence.

Through both its implementation of *Not Now, Not Ever* report recommendations and its work under the *Queensland Housing Strategy 2017–2027*, the Department of Housing and Public Works is pursuing a variety of initiatives designed to better support the needs of people who have been impacted by domestic and family violence. These include:

- development of flexible assistance packages to assist people escaping domestic and family violence
- use of co-design processes for new and replacement shelters
- roll-out of housing and homelessness service hubs in Toowoomba, Logan, Cairns, Moreton Bay and Townsville to support people in crisis, and
- a service delivery transformation program that seeks to develop the capability of the department to deliver tailored and sensitive services that are responsive to the needs of clients impacted by domestic and family violence.

The work the Department of Housing and Public Works is undertaking is underpinned by an acknowledgment of the impact that domestic and family violence has on a large proportion of the department's client base. To meet the needs of its clients, the department is working to integrate an understanding of domestic and family violence into service delivery practices. The Council looks forward to the continuing development and implementation of this body of work.



Personal observations – Karyn Walsh AM

As a member of the Domestic and Family Violence Implementation Council, it has been my privilege to be part of a process of change. The Council provides us with oversight of the amount of work that has been undertaken across Queensland in local communities, businesses, corporates, government departments, legislatively, and in community-based organisations, both funded and unfunded. As we all know, there has been unprecedented interest in how we, in Queensland, can make our homes, relationships and communities safe.

Women and children are clearly the most impacted by domestic and family violence, but recognition is given to the men who also experience the impacts. The *Not Now, Not Ever* recommendations have been implemented and new investment into services has been distributed across statutory and community-based services. This must be seen as a beginning and not an end. Now that we have broken the silence to an extent we *must* ensure that we continue to hear from women, that we continue to work towards a diverse and localised response, and that the voices of women and children continue to be sought and heard. The focus on management of high-risk circumstances through active cooperation and integration between the police, domestic violence services, government services and the criminal justice system to both support victims and hold perpetrators

to account is a foundation to the additional efforts and investment that is required into the future.

We need to ensure that we respond to the risks to their safety that women and their children experience, to their diversity of needs, whilst promoting women's equality so as to create the safe pathways and opportunity for the personal, social and economic participation for women in all our communities. We must never lose the vision and the link between domestic and family violence and gender inequality within the context each person's age, health status, disability, sexual orientation, socio-economic status and culture. We especially need to ensure the specific needs of First Nations women, children, men and communities by supporting their leadership and self-determination. Whilst the recommendations of the *Not Now, Not Ever* report may be heading to completion, the vision and commitment to domestic and family violence needs to echo Not Now Not Ever loudly into the future across Queensland.

As a member of the Council, I have had the privilege to have many conversations, to work alongside others who share a commitment that has all contributed to my own learning and personal understanding of both the complexity and yet the simplicity of the message: Not Now, Not Ever. I am very appreciative of the opportunity.

Karyn Walsh AM
Chief Executive Officer
Micah Projects

Law and justice framework

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

Since the Council's last report, three recommendations have been completed, bringing the total number of recommendations completed to 40, with 11 recommendations ongoing.

The recommendations completed in the past 12 months are:

- **Recommendation 94**, which concerns the trigger for domestic and family violence orders for the Family Responsibilities Commission, with the completion of a report assessing the resourcing impact.
- **Recommendation 135**, which called for an increase in the number of District Domestic and Family Violence Coordinator positions in the Queensland Police Service. This has been addressed with an additional 24 coordinator positions established and being rolled out over four years.
- **Recommendation 138**, which called for the review of Queensland Police Service domestic and family violence training packages. These reviews have been undertaken and are continuing.

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 and 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 2017

- 27 recommendations completed
- 14 recommendations commenced
- 10 non-government recommendations completed

As at 30 November 2018

- 40 recommendations completed
- 11 recommendations commenced
- 10 non-government recommendations completed

Key initiatives implemented:

- Queensland's participation in the National Domestic Violence Order scheme (**recommendation 90 and 111**)
- specialist domestic and family violence court approaches in Southport, Beenleigh, Townsville, Palm Island and Mount Isa (**recommendation 96**)
- introduction of specialist domestic and family violence duty lawyers and the expansion of court support workers in Magistrates courts around Queensland (**recommendations 124 to 128**)
- best practice guidelines and professional development options for lawyers (**recommendations 107 to 110**)
- changes to domestic and family violence-related legislation including providing for ouster orders (**recommendation 117**), creating the new offence of non-fatal strangulation (**recommendation 120**), increasing maximum penalties for breaches of Domestic Violence Orders (**recommendation 121**), and reviewing and amending the *Domestic and Family Violence Protection Act 2012* (**recommendation 140**).

Ongoing initiatives:

- roll-out of Domestic and Family Violence Community Justice Group enhancement program (**recommendation 92**)
- Queensland response to Law Council of Australia review of Australian Solicitors Conduct Rules (**recommendation 111**)
- trial of GPS monitoring to monitor high risk perpetrators of domestic and family violence (**recommendation 123**)
- finalisation of guidelines and position description for court support workers (**recommendation 125**)
- Queensland Police Service developments of enhanced investigative and evidence-gathering methodologies and a proactive investigation and protection policy (**recommendations 131 and 134**)
- coordination of justice support to support victims of domestic and family violence involved in criminal proceedings (**recommendation 132**)
- work to coordinate interactions between the Federal family law system and Queensland's domestic and family violence and child protection systems (**recommendation 139**).

Measuring progress

Justice system

At the time of the Council's last report, the majority of justice system-related initiatives arising from the recommendations of the *Not Now, Not Ever* report had been operationalised, with a majority of recommendations completed, and other recommendations commenced. The most recent reporting period has been characterised by the ongoing operation of the landscape established by the implementation of these initiatives.

The Office of the Chief Magistrate has continued to embed measures to support Magistrates in dealing with domestic and family violence matters. Activities undertaken in the past year include the release of the fifth version of the *Domestic and Family Violence Protection Act 2012* Bench Book, a series of training sessions with expert presenters and scheduling of a two-day professional development session for February 2019.

Ongoing implementation of specialist domestic and family violence court approaches in Beenleigh, Townsville, Mount Isa and Palm Island continues to be a major activity under the reform program with government and non-government stakeholders working collaboratively to support development in each location.

The Queensland Law Society has continued to support the legal profession's capacity to respond to domestic and family violence, establishing a 16 member Domestic and Family Violence Committee. The committee has commenced a review of the best practice guidelines that were developed in response to **recommendations 107 and 108** of the *Not Now, Not Ever* report and made submissions to a range of legislative inquiries.

The Queensland Government's response to **recommendation 123**, which called for a trial of electronic monitoring of high risk domestic and family violence perpetrators remains ongoing. In its last report, the Council noted that the environment surrounding this recommendation had changed considerably since the release of the *Not Now, Not Ever* report, with changes to bail laws establishing an intention that high-risk perpetrators should not be granted bail. Nonetheless, exploring and understanding the capacity of GPS monitoring technology to be applied in the domestic and family violence situations is an important area. The Council has continued to seek and receive updates

on action in response to this recommendation and is aware that research is being undertaken on the potential application of this technology.

The use of electronic monitoring technology in domestic and family violence cases raises a range of potential issues, including issues such as reliability, effectiveness and the potential for technology-facilitated abuse. These issues must be explored and understood to determine whether the adoption of technology would have any impact on victim safety. With this in mind, relevant government agencies should adopt an approach to appropriate use of this technology, and clearly articulate the rationale for this approach.

Indigenous justice responses

During the current reporting period, the Domestic and Family Violence Community Justice Group enhancement program has continued to be implemented, with models implemented and operational in Hope Vale, Cherbourg, Mornington Island, Mossman, Palm Island, Wujal Wujal and Woorabinda. The Department of Justice and Attorney General is working with community justice groups in a further 11 locations in order to develop and implement models over the next two years (**recommendation 92**).

During the Council's visit to Cairns, Council members met with members of the Mossman Community Justice Group, the first group to receive funding under the program. Feedback received from community members during this visit provided positive indications as to the potential success of this program as it continues to be implemented.

As part of the process of rolling out specialist court approaches in additional locations, the Department of Justice and Attorney-General is working to develop and embed culturally appropriate responses for Aboriginal and Torres Strait Islander people involved in domestic and family violence court proceedings, with a particular focus on the specialist courts in Townsville, Palm Island and Mount Isa.

A domestic and family violence trigger for the Family Responsibilities Commission has been established (**recommendation 93**) and a report detailing resourcing implications has been completed (**recommendation 94**). No significant workload impact resulting from the creation of the trigger was identified.



Communications resources for Aboriginal and Torres Strait Islander people

A suite of culturally sensitive communications materials targeted at Aboriginal and Torres Strait Islander audiences has been developed to explain domestic and family violence court processes for Aboriginal and Torres Strait Islander people.

The courts communications materials were developed based on qualitative research, user testing and expert input, to ensure they met the needs of Aboriginal and Torres Strait Islander people. The materials emphasise the message that domestic and family violence is not part of Aboriginal and Torres Strait Islander culture and aim to ease concerns around participation in domestic and family violence court processes. The materials have been produced in English, Torres Strait Yumplatok and Wik Mungkan to reach communities across some of the most vulnerable parts of Queensland.

These communications materials were released alongside complementary resources for Aboriginal and Torres Strait Islander communities aimed at building awareness around the importance of seeking help and support.

While implementation of these recommendations provide for a number of specific measures to address the unique needs of Aboriginal and Torres Strait Islander community members involved with the justice system, further consideration of culturally appropriate responses will be required to be undertaken as part of the action being taken in response to **recommendation 20** of the Domestic and Family Violence Death Review and Advisory Board's 2016–17 annual report.

Police operations

Over the third year of the reform program, the Queensland Police Service has continued to develop its capacity to address domestic and family violence and undertake a range of activities focused on developing and embedding improvements to domestic and family violence policing.

In addition to establishing and commencing the roll-out of 24 additional District Domestic and Family Violence Coordinator positions in line with **recommendation 135**, the Queensland Police Service has established professional development opportunities that support coordinators to develop into specialist practitioners. A six-month trial of locating two Domestic and Family Violence Coordinators within the Brisbane Police Communications Centre has been implemented, with the aim of providing frontline officers with access to on-call, dedicated specialist advice to assist them when responding to domestic and family violence incidents.

The Queensland Police Service has been employing new technology to enhance the capacity of officers to respond to domestic and family violence. The roll-out of QLITE devices and improved data entry processes to centralise entry of domestic violence orders have enhanced the capacity of police in the field to collect and record information and evidence, and the quality and timeliness of the information that police can access.

Through its training, the Queensland Police Service is working to develop the capacity of police to respond to the many facets and complexities of domestic and family violence. This includes:

- specialist training on non-fatal strangulation, complemented by partnerships with the Red Rose Foundation and the San Diego Institute of Strangulation Prevention
- increasing the capacity of police to respond to emerging issues such as technology-facilitated abuse, and
- work to develop holistic responses to vulnerable persons through better understandings of the intersection of key risk factors such as disability, mental health issues, elder abuse, substance abuse and homelessness.

These endeavours are underpinned by updates to Queensland Police Service training packages, following an audit and review of training packages undertaken by CQ University in 2017, and the subsequent implementation of changes to address identified gaps in line with **recommendation 138**.

Recent work by the Queensland Police Service to establish and develop an LGBTIQ support network will help the organisation to meet the needs of LGBTIQ Queenslanders, complementing the upcoming campaign to be delivered over the coming year focusing on raising awareness of the issue of domestic and family violence in the LGBTIQ community.

One of the major projects remaining for the Queensland Police Service going forward will be its cultural change initiative, a large-scale project that involves benchmarking of cultures and attitudes towards domestic and family violence within the Queensland Police Service, and development of holistic improvements to the way the

Queensland Police Service approaches domestic and family violence.

The Council looks forward to ongoing developments in relation to this project. The commitment of individual officers and senior leaders towards fundamentally reforming the approach to domestic and family violence policing has been evident in the Council's interactions with representatives of the Queensland Police Service around the state. However, as with any large organisation, cultural change requires long-term effort, and a structured assessment of progress will be a valuable contribution to measuring progress of these reforms.

Spotlight: Policing responses

In September 2018, members of the Council's law and justice work group convened a meeting with representatives of the Queensland Police Service to discuss its progress on implementation of recommendations and policing initiatives.

The Queensland Police Service outlined a range of initiatives the organisation has undertaken to develop its capacity to respond to domestic and family violence. This work encompasses a broad range of activities, including development of a specific domestic and family violence-focused policing response, technological improvements, a cultural change program and work to improve the capacity of police to support the needs of different cohorts in the community.

Work to develop the on-the-ground policing response to domestic and family violence incidents includes:

- legislative amendments to enhance police responses to domestic and family violence
- specialist domestic and family violence training
- interpreter guidelines
- professional development opportunities of police officers
- a cultural change activity
- a range of local-level specialised responses to domestic and family violence around Queensland, and
- supporting initiatives based on technological advancements, such as the eDV project, the Keeping Women Safe in their Home project,

and supporting a cross-agency project to explore the use GPS technology to monitor perpetrators in line with **recommendation 123**.

Additionally, the Queensland Police Service is working to build the capacity of police to respond to the specialised needs of different cohorts in the community through activities including:

- supporting cross-agency efforts to enhance responses to people with disability affected by domestic and family violence
- establishing an LGBTI support network
- collaborating with partner agencies to develop strategies to address elder abuse
- maintaining relationships with multicultural and Indigenous communities, including through the Police Liaison Officer network
- working collaboratively with Indigenous organisations to improve relationships and responses for Aboriginal and Torres Strait Islander people, and
- contributing to initiatives targeting at-risk children and young people.

The unique role that police play as first responders, investigators and law enforcement in domestic and family violence incidents makes the Queensland Police Service a crucial part of Queensland's domestic and family violence response. In this context, the wide range of initiatives being pursued by the Queensland Police Service as part of reform efforts is encouraging.



**Personal
observations
– Deputy
Commissioner
Steve Gollschewski**

In 2015, the Queensland Police Service (QPS) acknowledged achieving an organisational change in the delivery of policing services to vulnerable victims of domestic and family violence would be challenging. The *Not Now, Not Ever* report recommendations have helped steer our change journey to confront and further explore challenges, and to identify solutions that translate into practical implementation strategies related to domestic violence and vulnerable person policing.

We have been working to assemble collective intelligence to raise the standards through collaboration. By removing the silos, the QPS is starting to see the benefits of marshalling specialist expertise from inside the service, our partner agencies and the community. The QPS has embraced a ‘build, measure and learn’ approach to create a safe environment to generate ideas and reflect on failures, give members authority as well as the opportunity to share credit in any improvements realised.

It is a place to develop a shared vision and a sense of purpose to unite understanding among all levels within the QPS, as well as our partners.

**Deputy Commissioner Steve Gollschewski
Queensland Police Service**



*QPS ELT members signing the Pledge. From back left: Deputy Commissioners Linford, Gollschewski and Gee; and front: Commissioner Stewart
(Photo supplied by Queensland Police Service)*

Changing the policing culture of domestic and family violence

For the Queensland Police Service, the *Not Now, Not Ever* recommendations have helped steer our change journey to confront and further explore challenges, and to identify solutions that translate into practical implementation strategies related to domestic violence and vulnerable person policing.

In early 2018, the Queensland Police Service engaged the Nous Group to help deliver an innovative change program that balances the expectations of the community with the need to effectively police domestic and family violence. Change is emerging from lessons learnt—both the good, and the bad. It has involved probing existing internal mindsets and external support structures, systems and processes to inspire new ideas to address old problems. The Nous Group has consulted across the state with frontline officers, Domestic and Family Violence Coordinators and other specialists, and with the Service’s Senior Executive. The ideas and issues highlighted in the initial consultation stage have provided a solid foundation to take this work forward over the next several months.

Working from the perspective of frontline officers, the initiative seeks to identify ways in which police can be positively supported in their everyday work, and in turn contribute to a positive community culture as it relates to domestic and family violence.



*Clare Hurst (Director, Nous Group) presenting to the Council in September 2018
(Photo supplied by Queensland Police Service)*

This work is future focussed and is being progressed in a way that involves the workforce in the change process through an inclusive and evidence-based approach. The work also dovetails with broader strategies being undertaken within Queensland Police Service, including Our People Matter and Inclusion and Diversity. Being more effective internally will then impact on external perceptions and overall, have a positive impact on how we deal with domestic and family violence in Queensland.

As a sign of the Queensland Police Service’s ongoing commitment to eliminate domestic and family violence in Queensland, the Executive Leadership Team renewed its pledge in June 2018.



Senior Sergeant Kim Cavell accepting a 2018 QPS Domestic and Family Violence Prevention Award on behalf of the Sunshine Coast District Vulnerable Persons Unit (Photo supplied by Queensland Police Service)

Sunshine Coast District Vulnerable Persons Unit

Several Queensland Police districts have established specialist units to strengthen their local on-the-ground response to domestic and family violence. In the Sunshine Coast District, an innovative policing approach to domestic and family violence is being delivered, focused around perpetrator intervention.

The Sunshine Coast District reviewed its domestic and family violence landscape in 2016 identifying that: half of the victims were reporting re-victimisation by the same perpetrator; less than four per cent of perpetrators were accepting any form of referral service; most of the respondents refused referrals offered by frontline officers at the time of domestic and family violence incident; perpetrators did not attend court for the first date and there were almost no further opportunities for referrals engagement after that crisis incident; and in most cases, the next police contact was at the contravention of the related domestic violence order.

These findings lead to the establishment of the Sunshine Coast District 'Vulnerable Persons Unit' (VPU), with attention on changing the behaviour of the perpetrator to stop domestic and family violence. Comprising seven operational police officers seconded

from the 24-hour police stations within the district, these officers focus on 'low to mid-level' domestic and family violence respondents. This approach complemented the existing structure, where the Domestic and Family Violence Coordinator oversaw high risk DFV aggrieveds and respondents, assisted by a PRADO practitioner. A Mental Health Intervention Coordinator has been permanently embedded in the VPU, noting the linkages between mental health and domestic and family violence.

Waiting times for respondents to access accredited perpetrator programs were identified as a critical issue due to the risk of the respondents becoming disengaged and reoffending. Taking the lead, the VPU created the 'Gateway Program: Starting the conversation'. This innovative one-day program was the first step of change (interim program) and an educational and engagement day for male perpetrators. From this program, the respondents are linked into further perpetrator programs.

The new VPU model provides a real chance for police to take an innovative leadership role and deliver a response grounded in early intervention and preventing reoffending of violence. The success of this approach has been very encouraging, with respondents completing the programs expressing their thanks to the VPU for reaching out to them.

Conclusions

The reporting period from 1 December 2017 to 30 November 2018 has seen continued 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 11 recommendations completed, with a total of 106 of the report's 140 recommendations now implemented.

The current stage of reforms reflect a transition from development of new initiatives to the embedding of reforms. Consequently, there has been a slower rate of implementation of recommendations compared to previous years.

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.

Framework for change

The current reporting period has been characterised by ongoing operation of key mechanisms establishing the framework for change, including the Domestic and Family Violence Prevention Strategy 2016–2026, the Council, the evaluation framework and the Domestic and Family Violence Death Review and Advisory Board.

With a growing number of recommendations implemented, the focus of the reform program will increasingly shift to embedding initiatives and understanding the effect the reforms have had. Evaluations are one of the chief mechanisms for assessing the impact of reform work and the various facets of the evaluation framework have progressed steadily. The Year 3 Highlights Card offers a high-level snapshot of progress across Queensland, showing positive trends in relation to awareness and service delivery.

At the same time, work to build evaluation capability across the Queensland Government has commenced and will help responsible agencies to understand, procure and undertake evaluations going forward. The results of flagship evaluations of eight key reform program initiatives will provide agencies with insight into how key elements of the reform program have operated, and other steps required to be taken. The Council looks forward to considering findings of evaluations as they are progressively completed.

Through engagement with stakeholders and its observation of reform initiatives, a theme that has emerged has been the need for data collection and evaluation to be undertaken in a manner that supports analysis of outcomes for particular groups of the community. For example, historical data collection practices may not record status such as Aboriginal and Torres Strait Islander, disability, cultural and linguistic diversity and LGBTIQ identification. Understanding the experience of these cohorts and accounting for their needs will be vital as Queensland learns from its initial investments and consolidates its approach to domestic and family violence going forward. The Council stresses the importance accounting for diversity in evaluations and data collection practices going forward.

Consistent with activities in its first year, the Domestic and Family Violence Death Review and Advisory Board has continued to deliver high quality analysis of domestic and family violence deaths and the systemic issues arising from these cases, embodied in the release of its

second annual report. The reports of the Death Review and Advisory Board continue to be a significant source of analysis, shedding light on systemic responses to domestic and family violence, with a view to preventing future tragedies. The Council commends the Board on its work and encourages all stakeholders to consider the Board's reports and its recommendations closely.

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 launch of the bystander campaign in May 2018, the second major campaign under the engagement and communication strategy, was an important development for the reform program, aimed at encouraging all Queenslanders to support people experiencing domestic and family violence. The support that the Queensland media provided to these efforts, through a campaign to increase reporting on domestic and family violence throughout the month of May, demonstrated the way different sectors can contribute to the community's broader response to domestic and family violence.

Implementation of respectful relationships education programs in Queensland schools is an area where the focus of efforts has shifted from completion of recommendations to embedding of reforms. In this context, the Council was pleased to note that all school sectors continue to support the delivery of respectful relationships education programs within their schools. Updates provided by the Department of Education, Independent Schools Queensland and the Queensland Catholic Education Commission demonstrate ongoing commitment at a leadership level, mirrored in the grassroots efforts of schools around Queensland.

The Council acknowledges these ongoing efforts but looks forward to the outcomes of evaluations to demonstrate the extent and impact of delivery of these programs in Queensland schools.

Workplaces and employers have an important role to play in contributing to cultural and attitudinal change. The Council has been pleased to note the progress that has occurred in this area. The *Not Now, Not Ever* report strategy for promoting workplace action to address domestic and family violence was for the Queensland Government to lead by example in adopting model workplace approaches to domestic and family violence. These recommendations have been delivered with the Public Service Commission now focusing on embedding reforms.

In addition, the Council has been pleased to see a wide range of employers in the private sector taking a leading role in responding to domestic and family violence, both in their internal workplace policies and through efforts in the community. A key message that the Council has received during its consultations is that companies and businesses are willing to take an active role in addressing domestic and family violence, but do not know how they can contribute.

This highlights the opportunity for companies and businesses to partner with community organisations to provide practical support. Examples such as the Mackay Mayor's Domestic Violence Taskforce, an initiative involving a range of local business representatives, demonstrate how businesses can be an active part of community efforts to address domestic and family violence. The Council encourages communities to actively pursue connections across sectors to build local level partnerships.

Implementation in the health sector has been a focus of the Council over a number of years, and the Council has been pleased to note the role the Department of Health has played in its efforts to implement and embed recommendations of the *Not Now, Not Ever* report. Work in the most recent reporting period to update resources, review training material and support work by the Australian College of Midwives is a positive sign that the Department of Health remains committed to the issue.

Achieving take-up of the resources in hospitals and health facilities around the state will always be an ongoing challenge, and requires prioritisation of domestic and family violence capacity building at a local level.

While there will always be a number of priorities competing for the attention of health sector employees, the Council emphasises that adoption of resources is ultimately an opportunity to enhance patient care.

The Council notes that, although health sector stakeholders such as the Royal Australian College of General Practitioners, Royal Australian and New Zealand College of Obstetricians and Gynaecologists and Australian College of Midwives have further work to do to complete relevant recommendations, each of those organisations has instituted some measures to build the capacity of their members to respond to domestic and family violence.

The Council also notes that, beyond the recommendations of the *Not Now, Not Ever* report, the Domestic and Family Violence Death Review and Advisory Board's last two annual reports have made a total of 14 recommendations to improve responses to domestic and family violence that directly or indirectly relate to the health sector. These recommendations are a significant source of guidance as the health sector looks to develop its capacity to address domestic and family violence.

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 most recent reporting period has seen continuing implementation of a range of initiatives that relate to *Not Now, Not Ever* report's vision for service responses. Significant work has occurred in relation to the integrated service responses trials in Cherbourg, Mount Isa and Logan-Beenleigh with new high risk teams being rolled out in Brisbane, Ipswich and Cairns and preparatory work being undertaken for the 2019 roll-out of high risk teams in Mackay and Moreton Bay.

During its visits to Cairns and Mackay, the Council observed the dedication and professionalism of those involved in the second and third waves of high risk teams, informed by the experience of the ongoing trials. The final evaluation report of the integrated response

trials is expected in 2019 and should provide detailed analysis of how the models have worked in practice, and improvements required. In the meantime, the Council acknowledges the efforts and commitment of those involved in integrated service responses and high risk teams, both government and sector-led, that are working to support communities around the state.

Perpetrator interventions are another important element of the state's service response to domestic and family violence. Similar to work with integrated responses, the past year has seen continuing delivery of perpetrator programs through funding announced in the 2016–17 State Budget.

The ongoing delivery of these services in communities around the state is an important element of the reform program and of the state's frontline response to domestic and family violence. These programs provide an important role in the service system in preventing future domestic and family violence and supporting victim safety. Information shared by these programs with victim support services and advocates is critical to ongoing risk assessment and safety planning. The Council acknowledges the work of the organisations and practitioners delivering these services. The revision of practice standards for perpetrator interventions that commenced in the previous reporting period has continued throughout the year.

This is a significant project involving consultation with the sector and analysis of existing research. The objective of the project is to develop Queensland-appropriate practice standards that will drive consistency and best practice in the delivery of perpetrator programs and support the sector's transition to a new quality framework. The Council awaits the finalisation and outcomes arising from this project.

In its last report, the Council noted that the funding and investment model, discussed in **recommendations 72 and 73** of the *Not Now, Not Ever* report, would be a key guiding document for ensuring funding decisions are transparent and informed by data supporting service needs. This model is yet to be released, and it remains important that the overarching framework articulating the rationale for funding of domestic and family violence-related services around the state is finalised. Noting that the Third Action Plan will commence in 2019, the Council looks forward to finalisation of the funding and investment model in the near future to accompany the next phase of implementation.

The development of service responses to address elder abuse and the needs of people with disability who are impacted by domestic and family violence are areas where the Council is keen to ensure that progress is made. The *Not Now, Not Ever* report recommended reviews on both of these issues, with the expectation that the results of these reviews would inform further activity to address the needs of these cohorts. While these reviews were noted as completed in the Council's last progress report, the reports remained unreleased.

The distinct character of the issues faced by these groups, as well as their particular vulnerabilities, require a specialised, committed and timely response. It is imperative that the outcomes of completed reviews are developed into policy responses that address the needs of people with a disability and elderly Queenslanders.

The Queensland Government's response to the Domestic and Family Violence Death Review and Advisory Board 2016–17 annual report is another important development. In particular, the government's in-principle acceptance of the Board's call for a specific Aboriginal and Torres Strait Islander Strategy provides a pathway to develop a comprehensive approach to addressing the needs of Aboriginal and Torres Strait Islander Queenslanders going forward. The Council endorses and reiterates the advice provided by its Aboriginal and Torres Strait Islander Advisory Group that there is an urgent need for action and increased momentum to address the family violence being experienced by Aboriginal and Torres Strait Islander people. The Council strongly supports this work being progressed as a matter of priority.

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

Following the success of the flagship Specialist Domestic and Family Violence Court at Southport, specialist court approaches in Townsville, Mount Isa, Beenleigh, and Palm Island are being rolled out. The Department of Justice and Attorney-General has invested in upgrades to court facilities to ensure that courthouses are fit for purpose

as specialist courts. The Office of the Chief Magistrate continues to support and drive best practice domestic and family violence across the Magistracy through training, resources and professional development.

The desire of Queensland Courts to embed and improve practice can be seen in initiatives to improve service delivery to different parts of the community. In the past year, the Department of Justice and Attorney-General has been working to address deficiencies in the service provided to Aboriginal and Torres Strait Islander court users, through projects such as co-designed communication materials on court processes and development of culturally appropriate court responses.

The roll-out of the Domestic and Family Violence Community Justice Group enhancement program in seven discrete Indigenous communities around the state is a notable achievement. The co-designed approaches build on the work of local Community Justice Groups to address needs identified by the community. Council members were fortunate to meet with the Mossman Community Justice Group during the visit to Cairns to learn how the project had supported the development of a justice hub in Mossman. The Council looks forward to the continuing roll-out of this project over the next two years, noting that this work may contribute to work to deliver on the government's in-principle acceptance of **recommendation 20** of the Death Review and Advisory Board's 2016–17 annual report.

Recommendation 123 of the *Not Now, Not Ever* report recommended that the Queensland Government trial the use of GPS monitoring for high risk perpetrators. The Council has sought regular updates on the progress of this recommendation, and has received advice that research and exploratory work has been commissioned or undertaken by agencies involved in implementation. The Council looks forward to further efforts to finalise a clear response on the use of this technology in the next reporting period.

The Council consulted with Queensland Police Service on a number of occasions throughout the most recent reporting period. Council members met with police from the Far North District and the Mackay District during the regional visits, and the Council's law and justice work group met with Queensland Police Service representatives in September 2018.

In these consultations, the leadership of the Queensland Police Service has consistently demonstrated a commitment to prioritising domestic and family violence as a policing issue and improving processes and practices. Around the state, individual teams have developed local level specialised responses to domestic and family violence and associated issues. The success of individual responses, such as the Sunshine Coast Vulnerable Persons Unit, could be considered further to translate successes of innovative local approaches to state-wide benefits. The Queensland Police Service has also been working to build its capacity to support the needs of different cohorts in the community, and address long-term challenges such as cultural change.

Looking forward

A key concern of any reform process is ensuring that implementation maintains momentum as new issues compete for priority. At the current point in Queensland's domestic and family violence reform program, with a majority of recommendations completed, it is important that required effort does not cease, and work continues to embed reforms as established practice.

From interactions with implementing agencies and stakeholders around the state, Queenslanders have demonstrated their ongoing commitment to addressing domestic and family violence. Broadly speaking, agencies and stakeholders that have completed recommendations in previous years have remained active, with work continuing to embed, review and develop initiatives.

Perhaps more importantly, the Council has seen evidence that agencies and organisations traditionally considered outside the domestic and family violence sphere are seeking to make a contribution as part of their day-to-day business. The Council has been heartened by positive examples of leaders, businesses and community organisations proactively taking on domestic and family violence as a community issue. Increased media reporting and government campaigns are supporting an increasingly nuanced discussion about domestic and family violence, its causes and steps that the community can take to address the issue. These are important steps in working towards the achievement of genuine cultural change.

While these are positive indications, to understand the full extent of progress, Queensland will need to consider the results of evaluations that will provide clear assessments

of progress. The experiences and views of frontline services and individuals who have experienced the reformed service system will be an important input in the assessment of progress. The development of the Third Action Plan under the Domestic and Family Violence Prevention Strategy, which will take place in the next reporting period, will chart the course for the reform program for the next three years.

This will include ensuring service delivery adequately accounts for the diversity of Queenslanders' needs. Issues such as enhancing service responses for people with disability, LGBTIQ Queenslanders, young people, and people from culturally and linguistically diverse backgrounds will be an important area of focus going forward.

Critically, development of a concerted program of action to address family violence affecting Aboriginal and Torres Strait Islander Queenslanders needs to be afforded the priority demanded by the extent and impact of this violence. The ability to protect and support those most affected by domestic and family violence in this state will ultimately be one of the key measures of success of the reform program.

While this reporting period has seen significant positive work, it is important to remember that at the same time, domestic and family violence has damaged, and in too many cases, ended the lives of people across the state. The Council acknowledges all those individuals, families and workers who have been impacted by violence. Their experiences speak to the continuing urgency of the state's efforts to work towards the vision of a Queensland free from domestic and family violence.

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 33 years. In addition to her

journalism, Kay 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 a Board Director at Huawei Australia and Deputy Chairman of Long Term Asset Partners. 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, and the United Nations' CEO Leadership Award in 2016. 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 Queensland Advisory Council, and a former private sector member of the Australian Government's Department of Defence Force Gender Equality Advisory Board.



**Associate Professor
Kathleen Baird**

Dr Baird holds a joint appointment as 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. Dr 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, Dr Baird work has a strong focus on the health response to domestic violence and women's experiences of domestic violence during pregnancy. Her current appointments include Deputy Chair of the Domestic and Family Violence Death Review and Advisory Board, Senior Research Fellow with the University of the West of England, Bristol 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. Ms El-Higzi holds many advisory positions

in community organisations and peak bodies such as 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 University of Queensland.



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 over 25 years. Mrs Kostowski is an active member of the Mount Isa community and 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 **Council member until June 2018**

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, 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 is Research Professor in Gendered Violence at Central Queensland University's Centre for Domestic and Family Violence Research. Professor Taylor joined Central Queensland University in 2014 as the Centre's

Director. In 2015 she was appointed to the Queensland Child Death Review Panel. Her research and publications have encompassed criminal justice, social work, and gendered-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 which 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, University of Queensland.

The Council also includes ex-officio members representing Queensland Government agencies with domestic and family violence reform responsibilities. These agencies and current ex-officio representatives are:

Department of the Premier and Cabinet —
Ms Rebecca McGarrity, Executive Director, Social Policy

Department of Child Safety, Youth and Women —
Ms Leigh Roach, Deputy Director-General, Strategy

Department of Justice and Attorney-General —
Ms Jenny Lang, Deputy Director-General, Justice Services

Queensland Police Service —
Deputy Commissioner Steve Gollschewski, Crime,
Counter-Terrorism and Specialist Operations

Appendix 2 – Organisations consulted

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| Independent Schools Queensland | Education work group meeting, 5 February 2018 Update for progress report, 22 November 2018 |
| Queensland Catholic Education Commission | Education work group meeting, 5 February 2018 Update for progress report, 22 November 2018 |
| Australian Law Reform Commission | Meeting, 27 March 2018 |
| Yarrabah Leaders Forum | Council visit to Yarrabah, 29 May 2018 |
| Yarrabah Aboriginal Shire Council | Council visit to Yarrabah, 29 May 2018 |
| Yarrabah Community Justice Group | Council visit to Yarrabah, 29 May 2018 |
| Yarrabah State School | Council visit to Yarrabah, 29 May 2018 |
| Yarrabah Elders Group | Council visit to Yarrabah, 29 May 2018 |
| Yarrabah Aboriginal Corporation for Women | Council visit to Yarrabah, 29 May 2018 |
| Ruth's Women's Shelter | Council visit to Cairns, 29 May 2018 |
| Relationships Australia | Council visit to Cairns, 29 May 2018 |
| Cairns Community Legal Service | Council visit to Cairns, 29 May 2018 |
| The Women's Centre Cairns | Council visit to Cairns, 29 May 2018 |
| Act for Kids | Council visit to Cairns, 29 May 2018 |
| Victim Assist Queensland | Council visit to Cairns, 29 May 2018 |
| Benevolent Society | Council visit to Cairns, 29 May 2018 |
| Cairns Regional Domestic Violence Service | Council visit to Cairns, 29–30 May 2018 |
| Councillor Bob Manning, Mayor of Cairns Regional Council | Council visit to Cairns, 30 May 2018 |
| Cairns Regional Council | Council visit to Cairns, 30 May 2018 |
| College of Medicine and Dentistry, James Cook University | Council visit to Cairns, 30 May 2018 |
| Department of Social Work and Human Services, James Cook University | Council visit to Cairns, 30 May 2018 |
| Wuchopperen Health Service | Council visit to Cairns, 30 May 2018 |
| AFL Cape York House | Council visit to Cairns, 30 May 2018 |
| The Streets Movement | Council visit to Cairns, 30 May 2018 |
| Mossman Elders Justice Group | Council visit to Cairns, 30 May 2018 |
| Mossman Community Centre | Council visit to Cairns, 30 May 2018 |
| Smithfield State High School | Council visit to Cairns, 30 May 2018 |
| Tropical North Learning Academy | Council visit to Cairns, 30 May 2018 |
| Cairns West State School | Council visit to Cairns, 30 May 2018 |
| Clontarf Foundation | Council visit to Cairns, 30 May 2018 |
| The Royal Australian College of General Practitioners | Health work group meeting, 5 July 2018 Update for progress report, 22 November 2018 |
| Australian College of Midwives | Health work group meeting, 5 July 2018 Update for progress report, 22 November 2018 |
| Private Hospitals Association of Queensland | Health work group meeting on 5 July 2018 Update for progress report, 22 November 2018 |
| Institute for Social Science Research, University of Queensland | Education work group meeting, 12 July 2018 |
| Queensland Male Champions of Change | Meeting on 8 August 2018 |
| Mackay and Hinterland Domestic Violence Resource Service | Council visit to Mackay, 13 August 2018 |
| Mackay Women's Centre | Council visit to Mackay, 13 August 2018 |

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| Samaritan House | Council visit to Mackay, 13 August 2018 |
| Lowanna House | Council visit to Mackay, 13 August 2018 |
| Centacare | Council visit to Mackay, 13 August 2018 |
| George Street Neighbourhood Centre | Council visit to Mackay, 13 August 2018 |
| Relationships Australia Queensland | Council visit to Mackay, 13 August 2018 |
| Act for Kids | Council visit to Mackay, 13 August 2018 |
| Churches of Christ Queensland | Council visit to Mackay, 13 August 2018 |
| Uniting Care Queensland | Council visit to Mackay, 13 August 2018 |
| Mackay Sexual Health and Sexual Assault Service | Council visit to Mackay, 13 August 2018 |
| Mackay Regional Council | Council visit to Mackay, 13 August 2018 |
| Pioneer Murri Court Elders | Council visit to Mackay, 13 August 2018 |
| Binga Birry Justice Group | Council visit to Mackay, 13 August 2018 |
| Aboriginal and Torres Strait Islander Legal Service | Council visit to Mackay, 13 August 2018 |
| Legal Aid Queensland | Council visit to Mackay, 13 August 2018 |
| George Street Neighbourhood Centre Association | Council visit to Mackay, 13 August 2018 |
| Safer Pathways for CALD Women program | Council visit to Mackay, 13 August 2018 |
| Mackay Regional Council | Council visit to Mackay, 13–14 August 2018 |
| Councillor Greg Williamson, Mayor of Mackay Region | Council visit to Mackay, 14 August 2018 |
| Members of the Mayor’s Domestic Violence Taskforce | Council visit to Mackay, 14 August 2018 |
| Queensland Centre for Domestic and Family Violence Research | Council visit to Mackay, 14 August 2018 |
| Community Accommodation and Support Agency Inc. | Council visit to Mackay, 14 August 2018 |
| Marabisda | Council visit to Mackay, 14 August 2018 |
| The Salvation Army | Council visit to Mackay, 14 August 2018 |
| The Royal Australian and New Zealand College of Obstetricians and Gynaecologists | Letter of 4 September 2018 Update for progress report, 22 November 2018 |
| Councillor Annie Liston, Mayor of Murweh Shire Council | Council visit to Charleville, 13–14 November 2018 |
| Murweh Shire Council | Council visit to Charleville, 13–14 November 2018 |
| Far West Indigenous Family Violence Service | Council visit to Charleville, 13–14 November 2018 |
| Lifeline Darling Downs and South West Queensland | Council visit to Charleville, 13–14 November 2018 |
| Charleville State High School | Council visit to Charleville, 13–14 November 2018 |
| Beyond the Broncos Girls Academy | Council visit to Charleville, 13–14 November 2018 |
| Australia’s CEO Challenge | Update for progress report, 22 November 2018 |
| CheckUP | Update for progress report, 22 November 2018 |
| Brisbane North Primary Health Network | Update for progress report, 22 November 2018 |
| Brisbane South Primary Health Network | Update for progress report, 22 November 2018 |
| Central Queensland, Wide Bay, Sunshine Coast Primary Health Network | Update for progress report, 22 November 2018 |
| Darling Downs and West Moreton Primary Health Network | Update for progress report, 22 November 2018 |
| Western Queensland Primary Health Network | Update for progress report, 22 November 2018 |
| Gold Coast Primary Health Network | Update for progress report, 22 November 2018 |
| North Queensland Primary Health Network | Update for progress report, 22 November 2018 |
| Queensland Law Society | Update for progress report, 22 November 2018 |