

**Domestic, family
and sexual violence**
system monitoring
and evaluation
framework



Queensland
Government

Acknowledgements

First Nations acknowledgement

We proudly acknowledge Queensland's First Nations communities and their ongoing strength in practising the world's oldest living culture. We acknowledge the Traditional Owners of the lands and waters on which we live, work, learn and play, and pay our respects to their Elders past, present and emerging.

We acknowledge the ongoing leadership role of the First Nations community in addressing and preventing domestic, family and sexual violence. We join with First Nations peoples to eliminate violence from all communities.

Acknowledgement of victim-survivors of domestic and family violence and sexual violence

We pay our respects to victims and victim survivors of domestic and family violence and sexual violence. We acknowledge their resilience and courage. They remain at the forefront of our work and reform efforts. We want to again thank the countless survivors who courageously shared their experiences that will ultimately shape how we can best prevent and respond to issues of violence moving forward.

We will continue to listen and take appropriate action to ensure the justice system allows all victims' voices to be heard.

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Overview of the Queensland reform environment

Overview of Queensland’s domestic, family and sexual violence reform environment

Queensland is in the midst of a major reform agenda to address domestic and family violence and sexual violence. Since the commencement of reforms arising from the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report in 2015, the Queensland Government has invested more than \$1.5 billion in bolstering the domestic and family violence and sexual violence (DFSV) service systems as well as the criminal justice system, delivering a significant body of reform work to prevent, respond and ultimately eliminate DFSV in Queensland.

The *Domestic and Family Violence Prevention Strategy 2016–2026* (DFVP Strategy) has driven change and encouraged action, leadership, partnerships and shared commitment to achieve a common goal – a Queensland free from domestic and family violence. Now in its fourth (final) action plan, the DFVP Strategy continues to deliver strong action to prevent and respond to domestic and family violence (DFV) through a range of signature initiatives. This includes the important work of business, religious, sporting and community leaders who are driving change, condemning violent behaviour, modelling respectful behaviours and relationships, and supporting victim-survivors of DFV.

The Queensland Government has also shown a strong commitment to preventing and ending sexual violence and abuse. *Prevent. Support. Believe. Queensland’s Framework to address Sexual Violence* outlines the government’s vision for a Queensland where everyone lives free of the fear, threat or experience of sexual violence and abuse. It identifies priority areas for action to guide the Queensland Government’s future responses to sexual violence through a series of action plans.

In 2021, further action was taken by establishing the Women’s Safety and Justice Taskforce (Taskforce) to examine coercive control and review the need for the specific offence of ‘commit domestic violence,’ and the experience of women and girls who come into contact with the criminal justice system as victim-survivors of sexual violence or as accused persons or offenders. Hundreds of women and girls came forward to share their stories of the impact of DFSV, including coercive control. The Taskforce findings have renewed, reinvigorated and expanded the already significant body of reform work occurring across the DFSV system.

In 2022, in response to a Taskforce recommendation, a Commission of Inquiry was established to examine whether there were cultural issues within the QPS that negatively affect police investigations of domestic and family violence. The Commission was also tasked with investigating if any cultural issues identified contribute to the overrepresentation of First Nations peoples in the criminal justice system. The *A Call for Change: Commission of Inquiry into Queensland Police Service responses to domestic and family violence* report recommended a raft of reforms and initiatives to provide enhanced support and protections to those caught up in domestic and family violence.

There are also a range of complementary reforms in progress resulting from Coronial Inquests relating to DFSV, reports of the Domestic and Family Violence Death Review and Advisory Board, the Queensland Audit Office and other relevant authorities keeping watch over the DFSV system. This significant reform environment is expected to transform various aspects of the system to ensure victim-survivors of DFSV have improved outcomes, persons using DFSV are accountable and the DFSV system is functioning in an integrated and coordinated way so that no further harm is done.



Intersection with national commitments and reforms

Two important national reforms intersect with Queensland's domestic, family and sexual violence service system reforms and require ongoing monitoring

National Plan to End Violence Against Women and Children 2022–2032

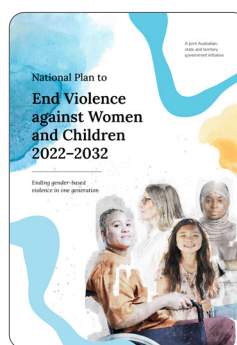
All Australian Governments have committed to ending violence against women and children in Australia in one generation. This signifies a collective agreement that women and children have the right to live free from fear and violence, and to be safe in their homes, workplaces, schools, in the community and online.

The *National Plan to End Violence Against Women and Children 2022–2032* is the national policy framework that guides the work of organisations and institutions across systems and sectors to address, prevent and respond to gender-based violence in Australia.

Progress will be monitored through a performance measurement plan which outlines six national level long-term outcomes:

1. Systems and institutions effectively support and protect people impacted by violence.
2. Services and prevention programs are effective, culturally responsive, intersectional and accessible.
3. Community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception.

4. People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.
5. Children and young people are safe in all settings and are effectively supported by systems and services.
6. Women are safe and respected in all settings and experience economic, political, cultural and social equality.



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National Agreement on Closing the Gap (July 2020)

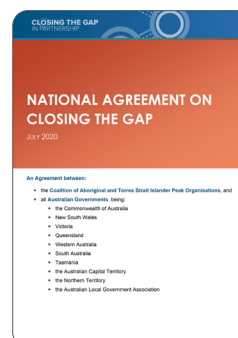
Queensland's DFSV reforms overlap with a much broader national reform program to overcome the inequality experienced by Aboriginal and Torres Strait Islander peoples, with the objective of achieving life outcomes equal to all Australians.

Aboriginal and Torres Strait Islander peoples remain disproportionately impacted across the DFSV service system. All Australian Governments, including Queensland, have committed to 17 outcome areas and targets.

Outcome 13 of the *National Agreement on Closing the Gap* is 'Families and households are safe'. The target associated with this outcome is:

By 2031, the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children is reduced by at least 50 per cent, as progress towards zero.

Evaluations conducted under this Monitoring and Evaluation Framework will monitor progress towards this target and aim to capture overall change for Aboriginal and Torres Strait Islander peoples across the four domains of this Monitoring and Evaluation Framework.



Monitoring and evaluating the domestic, family and sexual violence (DFSV) system reforms

This Monitoring and Evaluation Framework will measure the outcomes and impacts of system level reforms, including impacts for people experiencing and using domestic, family and sexual violence

The Monitoring and Evaluation Framework

This Monitoring and Evaluation Framework provides guidance to identify DFSV system level progress made, and improvements to, the prevention of DFSV and outcomes for victim-survivors and people using DFSV. It is recognised that responding to DFSV requires a whole-of-community approach and the Government has a key role in driving action.

The scope of this Monitoring and Evaluation Framework includes all intersecting DFSV reform work underway across Queensland. The outcomes and indicators in this framework are intentionally high level to capture significant and measurable changes occurring across the DFSV service system as a result of the collective body of individual initiatives, programs and services comprising the DFSV system reform program.

As we learn more, as societal changes occur, and as new sources and forms of data are developed, this framework will be revised as needed to remain contemporary and retain the focus on the vision of eliminating DFSV in our communities. It is a living document intended to support the community on the journey to learn more about the experiences of victim-survivors and the outcomes and impacts of the wide ranging DFSV reforms occurring in Queensland.

DFSV outcomes and indicators

DFSV outcomes and indicators will underpin future evaluations of the collective suite of DFSV reforms, providing insights about the performance and changes occurring across the DFSV service system.

The outcomes and indicators were developed through a comprehensive desktop review and consultation with people with lived experience of DFSV, service providers in the sexual violence sector, service providers in the domestic and family violence sector, government (Queensland and other jurisdictions), and organisations representing the perspectives of people from culturally and linguistically

diverse backgrounds, people with disability, people who identify as LGBTIQ+, children and young people as victim-survivors in their own right—given the intergenerational aspect of DFSV use – and First Nations peoples and organisations.

The Monitoring and Evaluation Framework aligns with relevant frameworks and reports of the Queensland Government and nationally (such as the *National Plan to End Violence against Women and Children 2022–2032* and the *National Agreement on Closing the Gap*) so that change can be measured in a consistent, coordinated way.

Measuring change and improving experiences for people who experience DFSV

The Monitoring and Evaluation Framework focuses on monitoring and measuring outcomes and impacts being achieved across the DFSV system and the tangible, positive results for victim-survivors as well as people using DFSV. Reporting on the indicators will be incorporated into evaluation reports that are underpinned by this framework.

Ultimately, the voices of women and girls across Queensland need to be front and centre. Recognising each person has their own journey and touchpoints with the DFSV service system, the evaluations underpinned by this Monitoring and Evaluation Framework will build a picture of outcomes and impact through hearing directly from women and girls with lived experience of violence and the agencies and services that support them. Recognising the toll this takes, the intention will be to bring together quantitative and qualitative data so the complexity and individuality of experiences can be captured through these multiple sources. We will listen to the wisdom and experiences of our First Nations peoples through informed consultation, and regularly refine this living document through the learnings these evaluations generate.

Monitoring and evaluating change across the domestic, family and sexual violence service system

Evaluations will be undertaken at the system level and the program/initiative level to measure the outcomes and impacts of the reforms

The broad range of intersecting DFSV reform work underway across Queensland is expected to result in significant and measurable change to the DFSV service system. The collective suite of reforms aim to improve outcomes for victim-survivors of domestic and family violence and sexual violence and abuse, including children and young people who are acknowledged to be victim-survivors in their own right. They also aim to increase accountability for people using violence to ensure they take action to change their attitudes and behaviours.

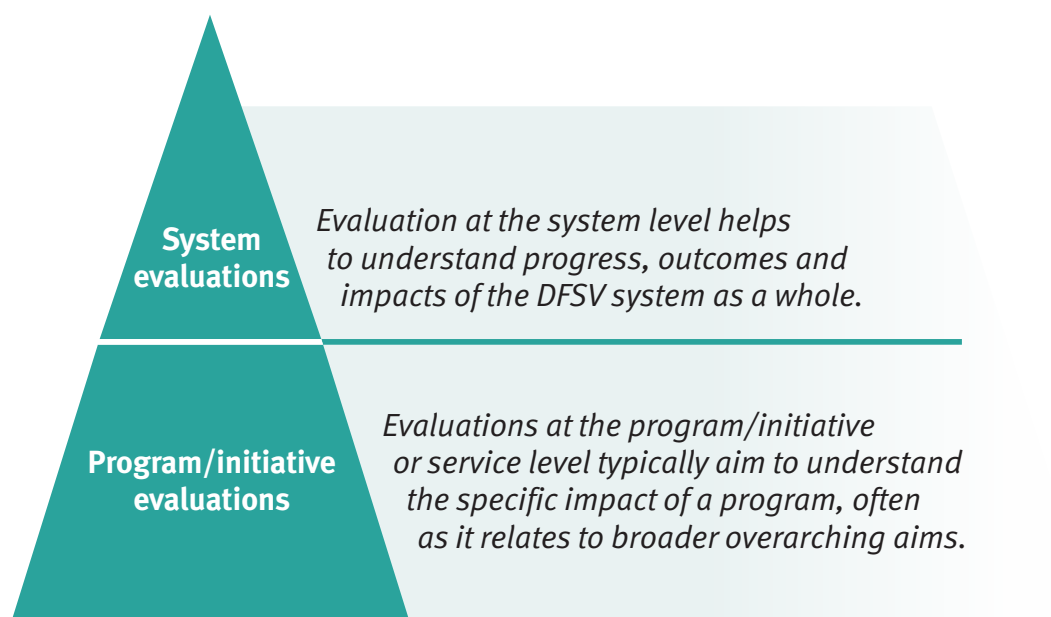
In this significant reform environment, it is imperative that government monitors and measures the short, medium and long-term progress, outcomes and impact of these reforms. This will help the Queensland community and government understand the changes arising from the suite of activities, interventions, programs and services occurring across Queensland, to adjust the reform program as needed and to identify any unintended consequences occurring as a result of the reforms. This will enable a broad assessment of how Queensland is progressing in preventing and responding to DFSV.

This information is critical to ensuring reform efforts remain targeted to the vision:

All Queenslanders are safe and free from domestic, family and sexual violence

Monitoring and evaluation will occur at multiple levels across the DFSV service system. Program, service and initiative level evaluations will yield valuable information on the outcomes and impacts of individual programs, services and initiatives. The findings from each of these evaluations will become rich and meaningful data sources that can be used to inform system level evaluations efforts, which will be guided by this Monitoring and Evaluation Framework and assist in informing system level evaluation findings.

This Monitoring and Evaluation Framework replaces the [Evaluation Framework for the Domestic and Family Violence Prevention Strategy 2016–2026](#), enabling a more mature and broader system level approach to be adopted.



Monitoring the domestic, family and sexual violence system reforms

Monitoring will be conducted throughout reform implementation to inform and complement system level evaluations

Monitoring is a core component of effective evaluation. It assists with learning and improvement, decision making, and accountability for resources, efforts and investments. It occurs at multiple levels—for projects and services, for programs and initiatives, and in this case, for systemic reforms.

Across the DFSV service system, systems and processes are already in place to regularly collect, analyse and use information and data to measure and monitor progress, performance and achievements occurring through the implementation of various government commitments to prevent and respond to DFSV. This enables government to report to the community on the progress of these reforms, whether they are achieving their intended effect and if the collective efforts are having an impact on DFSV service responses in Queensland.

Within this Monitoring and Evaluation Framework, the term ‘monitoring’ refers to the systems and processes used to provide strategic oversight of the DFSV reforms. The figure below illustrates how the DFSV system reforms are monitored, managed and reported, with support from governance and oversight mechanisms that comprise some of the most senior officials in government—the Ministers and Directors-General of the agencies most heavily involved in the DFSV service system.

Program Management Offices are providing centralised, coordinated oversight of implementation for each major reform program. Given the considerable overlap in reforms across the DFSV service system, monitoring, reporting and evaluation processes and practices have been streamlined and integrated.

An Independent Implementation Supervisor has a primary role in overseeing the implementation of the Queensland Government responses to the reports of the Women’s Safety and Justice Taskforce and the Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence. The Independent Implementation Supervisor regularly monitors progress and outcomes of reform implementation, providing bi-annual reports to government that offer an external, independent view on implementation progress, the quality of implementation and the extent to which the intent of the government response was met.

Through robust implementation monitoring, government is investing the time and effort required to improve the system, assist with decision making and prioritise resources, and determine whether the resources and investments in the system are achieving the desired impact.



Evaluating the domestic, family and sexual violence system reforms

The evaluation method involves using available quantitative and qualitative data to tell the story of system performance, outcomes and impacts

Mixed methods evaluation design

Addressing DFSV is everyone's responsibility. It is recognised that the achievement of DFSV system level outcomes are the result of a whole-of-community approach. It is acknowledged that important work is being done to prevent and respond to DFSV in the community by community groups, sporting clubs, religious organisations, corporate entities and businesses, and local governments. However, the data and evidence used to support the evaluations under this Monitoring and Evaluation Framework will be primarily focused on the outcomes and impact of the Queensland Government reform agenda.

Reliable outcomes evaluations depend on quality data. To measure and understand outcomes and impacts of DFSV reforms at the system level, the evaluation process will adopt a mixed methods approach to gathering evidence, combining elements of qualitative and quantitative research and data, to identify progress against indicators, and ultimately outcomes and impacts of the DFSV service system reforms.

The Queensland Government has committed to reforming how it collects and uses data in regard to First Nations peoples, in line with Priority Reform 4 of the National Agreement on Closing the Gap. This Monitoring and Evaluation Framework will underpin a partnership approach to evaluation with First Nations peoples to ensure cultural safety, ownership and that the foundations of data sovereignty principles are adhered to when undertaking monitoring and evaluation activities.

This Monitoring and Evaluation Framework is not constrained by the current state of service and data availability, but will focus on outcomes and indicators that truly measure progress towards ending DFSV. Significant efforts are underway to build DFSV service system data collection and reporting capability and eliminate data limitations.

Quantitative research and data collection

A range of existing quantitative data sources will inform the indicators in each domain of the Monitoring and Evaluation Framework. Some indicators will be measured using a single source, while other indicators will be measured using multiple data sources to build a narrative of change. A list of known data sources and collections is at right, but this is not exhaustive. Evaluations will draw on additional sources as needed.

Commonwealth Government agencies and national databases/collections

- Australian Bureau of Statistics, Prisoners in Australia
- Australian Institute of Health and Welfare, Youth Justice National Minimum Data Set
- Australian Institute of Health and Welfare Specialist Homelessness Services Collection
- Productivity Commission Closing the Gap data dashboard – Target 13
- Productivity Commission Annual Data Compilation Report – Target 13
- Productivity Commission Draft Report on Review of the National Agreement on Closing the Gap
- National Outcome Standards for Perpetrator Interventions (NOSPI)
- National Community Attitudes towards Violence against Women Survey (NCAS)

Queensland Government agencies and administrative databases/collections

- Department of Justice and Attorney-General (DJAG) administrative data
- Domestic and Family Violence Client Management System
- Queensland Police Service administrative data
- Queensland Corrective Services administrative data
- Parole Board Queensland administrative data
- Queensland Health administrative data
- Department of Youth Justice, Employment, Small Business and Training administrative data
- Department of Child Safety, Seniors and Disability Services administrative data
- Domestic and Family Violence Death Review and Advisory Board
- Department of Education School Information Collection Tool
- Public Service Commission Working for Queensland Survey
- Queensland Social Survey (DJAG administered)
- Legal Aid Queensland

Evaluating the domestic, family and sexual violence system reforms

Qualitative data will complement quantitative data and provide a rich source of information to inform system level evaluations

Qualitative research and data collection

Quantitative data will be analysed alongside qualitative data—particularly the voices of victim-survivors of DFSV—to provide a full picture of the extent the impact of the Government’s reform agenda, including outcomes of those potentially impacted by the system and associated reforms. The voices and experiences of victim-survivors, service providers, advocates and others in the DFSV service system will be captured through the use of a set of Evaluation Questions which draw on the domains of the Monitoring and Evaluation Framework and serve as an anchor for evaluation design, data collection and analysis activities.

These questions will yield valuable information about system effectiveness, equity, efficiency and impact. While these questions will guide the monitoring and evaluation activities to follow, it is acknowledged they may evolve throughout the evaluation process, informed and refined by evaluation learnings and ongoing stakeholder engagement. Any changes to evaluation questions will be included in future updates of the Monitoring and Evaluation Framework and reflected in any monitoring and evaluation activities.

Prevention of domestic, family and sexual violence

- To what extent have there been positive changes in community awareness, attitudes, beliefs and culture with regard to DFSV?
- To what extent does the community understand the link between gender inequality and DFSV, including for those from priority cohorts?

Supporting victim-survivors (adults, children and young people)

- To what extent does the service system enable early detection of, and timely responses to, DFSV?
- To what extent are victim-survivors of DFSV able to access early intervention, crisis support and the justice system?
- To what extent do victim-survivors feel safe and supported throughout their journey in the system?
- How are system supports tailored to meet the needs of victim-survivors from diverse backgrounds and with varying abilities?
- To what extent have victim-survivors received tailored, effective supports from the service system to support recovery and healing?
- What are the experiences of children and young people receiving supports throughout their journey in the DFSV system?

Accountability and responses for people using violence

- To what extent has there been a decline in the use of DFSV in Queensland? What are the drivers of change?
- To what extent does the current system facilitate changes to the attitudes and behaviours of people using violence, including meeting the needs of those from diverse backgrounds and with varying abilities?
- How does the DFSV service system (including justice system responses) ensure that people using violence are held accountable for their behaviour?

System responses and service integration

- To what extent does the current DFSV system facilitate integrated responses?
- To what extent do current data collection, storing and information sharing mechanisms enable integrated DFSV service system responses and continuous service system improvements?
- What is the evidence that the current DFSV workforce has the requisite capabilities and capacity to meet the needs of victim-survivors and people using violence?
- To what extent are services within the DFSV service system delivered in an efficient manner?

Interpreting the domestic, family and sexual violence system evaluation framework

Indicators to measure change against the expected outcomes are organised thematically across four domains

The Monitoring and Evaluation Framework comprises the following aspects:

- Domain**
 Domains group related outcomes into areas of focus, providing a line of sight from each outcome to the overall vision. The Monitoring and Evaluation Framework includes four domains.
- Outcomes**
 Outcomes articulate what success looks like. The Monitoring and Evaluation Framework details the intended outcomes within each domain.
- Indicators**
 Indicators provide the proposed measure to be used to monitor outcomes and assess the extent to which they have been achieved.
- Timeframe**
 The timeframe in which the outcome is anticipated to begin to be observed. The different timeframes used are detailed in Table 1 (*see below*).
- Disaggregation**
 The ideal level of data disaggregation for indicators to understand the outcomes achieved for different cohorts and other aspects of how particular indicators are tracked. It is anticipated that many indicators will not be available at these levels initially, and may only become available over time as data improvement processes lift data collection and consistency. The desired types of disaggregation are set out in Table 2 (*see below*).

Table 1: Timeframes for outcomes used in the Monitoring and Evaluation Framework

Timeframe	Description
Short-term	Outcome expected to begin to be observed after the span of one-to-three years
Medium-term	Outcome expected to begin to be observed after the span of four-to-nine years
Long-term	Outcome expected to begin to be observed after the span of ten or more years

Table 2: Types of disaggregation suggested for indicators in the Monitoring and Evaluation Framework

Disaggregation	Description
Cohort	Cohort (e.g. gender or sex, First Nations (Aboriginal and/or Torres Strait Islander), LGBTQIA+, culturally and linguistically diverse, people with disability, young people and children (up to 18 years old), older people (aged 65+), remoteness, people in custody or under supervision in the community who have been convicted of a DFV or SV offence and other relevant cohort groups)
Form of SV	Form of SV to the greatest possible level of disaggregation (e.g. cases of rape, attempted rape, assault and other forms of SV)
Form of DFV	Form of DFV to the greatest possible level of disaggregation (e.g. physical violence, emotional violence, coercive control and other forms of DFV). An option is to align the different forms of DFV with those listed in official government data sources, such as the Queensland Social Survey.
Location	Location in standardised format (i.e. local government areas or statistical areas)
Industry	Type of industry by Australian and New Zealand Standard Industrial Classification code
Occupation	Type of occupation by Australian and New Zealand Standard Classification of Occupations code

Notes: Disaggregated data will only be used in instances where it makes sense to do so.

The list of forms of SV and DFV is not exhaustive and left open to be inclusive of people's unique experiences.

Domestic, family and sexual violence system monitoring and evaluation framework

To achieve the vision, dedicated action is occurring across four domains of preventing domestic, family and sexual violence, supporting victim-survivors, holding people using violence to account and ensuring effective system responses and service integration

Vision: All Queenslanders are safe and free from domestic, family and sexual violence

The vision above speaks to the experiences of women and girls in Queensland. As part of the consultations of the independent Women's Safety and Justice Taskforce, hundreds of women and girls made submissions about the impact of DFSV, including coercive control, on their lives or the lives of someone they care about. Those voices of women and girls are at the centre of this Monitoring and Evaluation Framework through this vision.

This Monitoring and Evaluation Framework was built based on those experiences. There is a foundational need for the Queensland community to better understand and respond to coercive control, for women and girls to be heard and believed when they disclose their experience of DFSV, and for people who choose to use violence to be held to account. The DFSV service system must operate in a coordinated, efficient, effective, culturally competent and trauma-informed way. It must be recognised that DFSV has its root in gender

inequality but that violence does not have gender bounds. A spotlight must be put on sexual violence and the different experiences and needs of victim-survivors of sexual violence that occur outside of the DFV context.

Measuring and monitoring the impact of the DFSV system reforms will help the Queensland community understand what is working, what isn't working and what has changed. This information is critical to ensuring reform efforts remain targeted to the vision of ending DFSV.

This Monitoring and Evaluation Framework will underpin accountability during the implementation of the Government response to DFSV, with a clear focus on outcomes for victims (adults, young people and children) and people who choose to use violence, as well as outcomes relating to service system integration and coordination, through future evaluations.



Domain 1: *Prevention of domestic, family and sexual violence*

No form of domestic, family and sexual violence is tolerated by Queenslanders, including non-physical violence (which includes coercive control)

- Community awareness, attitudes, beliefs and cultural change
 - Community understanding of the link between gender inequality and DFSV
-



Domain 2: *Supporting victim-survivors (adults, children and young people)*

Victim-survivors and their families are safe and receive effective and timely service and justice system responses to support them to rebuild their lives

- Early detection and reporting
 - Early intervention, crisis supports, and justice
 - Supporting safety, recovery, and healing
-



Domain 3: *Accountability and responses for people using violence*

People using violence are held to account and are provided with effective opportunities to change their attitudes and behaviours

- Reduced use of domestic, family and sexual violence
 - Effective and appropriate intervention for people using violence
 - Accountability and responses for people using violence
-



Domain 4: *System responses and service integration*

The service system is effective and efficient in responding to domestic, family and sexual violence, and has the capacity and capability to meet the diverse needs of all victim-survivors, regardless of their background or location

- Integrated service system responses
- Service system culture and capacity
- Workforce capability and development
- Accountability of the service and justice system



Domain 1: Prevention of domestic, family and sexual violence

No form of domestic, family and sexual violence is tolerated by Queenslanders, including non-physical violence (which includes coercive control)

***Vision:** All Queenslanders are safe and free from domestic, family and sexual violence*

Key Queensland Government initiatives

- Communication strategy (DFV)
- Community awareness campaigns (DFV and coercive control/SV and consent)
- Primary Prevention Plan (DFV)
- Training framework (DFV)
 - Government
 - Non-Government/sector
 - Community
- Respect Program (DFV/SV)
- First Nations Justice Strategy (DFV/SV)
- First Nations Justice Office (DFV/SV)
- Media Guides for reporting (DFV/SV)
- DFV Prevention Council – local government/community initiatives (DFV/SV)
- Respect@Work and elimination of sexual harassment in the workplace (SV)
- National work on prevention of child sexual abuse and work with children with harmful sexual behaviours (SV)
- Digital inclusion and online safety for victim-survivors (DFV/SV)
- Seniors Legal Support Service (DFV)
- Queensland Elder Abuse Prevention Unit (DFV)

Domestic and family violence indicators	Sexual violence indicators
Short-term outcomes	
Outcome: Queenslanders are aware of and recognise DFSV as a serious societal issue	
<ul style="list-style-type: none"> • Proportion of the Queensland community that is aware of the behaviours that constitute DFV, including coercive control • Proportion of the Queensland community that considers the behaviours that constitute DFV to be serious 	<ul style="list-style-type: none"> • Proportion of the Queensland community that is aware of the behaviours that constitute SV • Proportion of the Queensland community that understands what constitutes ‘affirmative consent’ • Proportion of the Queensland community that considers the behaviours that constitute SV to be serious
Outcome: Queenslanders hold attitudes and beliefs that embrace gender equality and condemn all forms of gendered violence without exception	
<ul style="list-style-type: none"> • Evidence that government investment in community campaigns and initiatives that promote change in community attitudes towards DFV, for example, justifying, excusing and trivialising violence, and blame-shifting, are effective in changing attitudes and beliefs • Evidence that Queenslanders, including young people, have the knowledge and skills to identify DFV • Queenslanders understand the link between gender inequality and DFV 	<ul style="list-style-type: none"> • Evidence that government investment in community campaigns and initiatives that promote change in community attitudes towards SV, for example, justifying, excusing and trivialising violence, blame-shifting and rape myth acceptance, are effective in changing attitudes and beliefs • Evidence that Queenslanders, including young people, have the knowledge and skills to identify sexual harassment, violence and abuse, and call it out • Evidence that Queenslanders understand the link between gender inequality and SV and abuse
Medium-term outcomes	
Outcome: Queenslanders take action when they become aware of DFSV	
<ul style="list-style-type: none"> • Proportion of the Queensland community that is empowered to act after becoming aware of DFV, including coercive control • Evidence that Queenslanders, including young people, have the knowledge and skills to safely intervene when they identify DFV 	<ul style="list-style-type: none"> • Proportion of the Queensland community that is empowered to act after becoming aware of SV • Evidence that Queenslanders, including young people have the knowledge and skills to safely intervene when they identify SV
Long-term outcomes	
Outcome: All Queenslanders live and practice healthy, safe, equitable and respectful relationships	
<ul style="list-style-type: none"> • Proportion of the Queensland community who challenge traditional gender stereotypes and roles, and value gender equality • Evidence that Queenslanders understand what constitutes healthy and respectful relationships and apply these understandings to their lives and relationships 	<ul style="list-style-type: none"> • Proportion of the Queensland community who challenge traditional gender stereotypes and roles, and value gender equality • Evidence that Queenslanders understand what constitutes healthy and respectful relationships and apply these understandings to their lives and relationships
National long-term outcomes	
<i>National Plan to Reduce Violence Against Women and Children 2022–2032</i>	
<ul style="list-style-type: none"> • Women are safe and respected in all settings and experience economic, political, cultural and social equality 	
<i>National Agreement on Closing the Gap (July 2020)</i>	
<ul style="list-style-type: none"> • By 2031, the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children is reduced by at least 50 per cent, as progress towards zero 	



Domain 2: Supporting victim-survivors (adults, children and young people)

Victim-survivors and their families are safe and receive effective and timely service and justice system responses to support them to rebuild their lives

***Vision:** All Queenslanders are safe and free from domestic, family and sexual violence*

Key Queensland Government initiatives*

- Common Risk and Safety Framework (DFV)
- Workforce capability strategy (DFV)
- Training framework (DFV)
- Court safety upgrades and improved court management (DFV/SV)
- Cultural capability (DFV/SV) – police, prosecutors, frontline workers
- Victim-centric trauma-informed service models (DFV/SV)
- Victim’s commissioner (DFV/SV)
- State-wide professional victim advocate service (SV)
- Legislative amendments
 - Cross-examination by people using violence not permitted (DFV)
 - Cross-applications considered together (DFV)
 - Court closure for victim-survivor’s evidence at trial (SV)
- Safe/secure reporting at police stations (DFV/SV)
- Sexual Assault Counselling Privilege legal assistance service (SV)
- Pilot expert evidence panel for sexual offence proceedings (SV)
- Trauma-informed, culturally safe, timely forensic medical examinations (SV)
- Review contents of sexual assault kits (SV)
- Queensland’s Framework for Action: Reshaping our approach to Aboriginal and Torres Strait Islander domestic and family violence (DFV)
- Crisis accommodation, including shelters (DFV/SV)
- Social/affordable housing and private housing assistance (DFV/SV)
- Safe and Together Program (DFV/SV)
- Queensland Police Service Sexual Violence Response Strategy 2023–2025 (SV)

* Major initiatives listed only.

Domestic and family violence indicators	Sexual violence indicators
Short-term outcomes	
Outcome: Victim-survivors (adults, children and young people) and the broader Queensland community are willing and able to report DFSV	
<ul style="list-style-type: none"> • Victim-survivors of DFV have confidence they will be believed when they report DFV, including coercive control • Number and proportion of occurrences of DFV reported by victim-survivors, family and friends, and the broader community • Response rates to calls and online requests for support made to DFV helplines in the past 12 months 	<ul style="list-style-type: none"> • Victim-survivors of SV have confidence they will be believed when they report SV • Number and proportion of occurrences of SV reported by victim-survivors, family and friends, and the broader community, including occurrences reported through alternative reporting options • Response rates to calls and online requests for support made to SV helplines in the past 12 months • Number of Just-In-Case forensic medical examinations
Medium-term outcomes	
Outcome: Victim-survivors (adults, children and young people) can access early intervention supports that meet their needs	
<ul style="list-style-type: none"> • Number and proportion of victim-survivors of DFV who access different forms of early intervention services to reduce risk factors • Time between victim-survivors of DFV requesting and accessing different forms of early intervention services 	
Outcome: Victim-survivors (adults, children and young people) are able to access crisis supports that meet their needs	
<ul style="list-style-type: none"> • Number and proportion of victim-survivors of DFV supported to access crisis supports • Time taken for victim-survivors of DFV to receive crisis support (including waitlist timeframes) 	<ul style="list-style-type: none"> • Number and proportion of victim-survivors of SV supported to access crisis supports • Time taken for victim-survivors of SV to receive crisis support (including waitlist timeframes)
Outcome: Victim-survivors (adults, children and young people) feel safe and supported in all interactions across the DFSV system	
<ul style="list-style-type: none"> • Experiences of victim-survivors of DFV in reporting, accessing information, receiving support services and going through the court system • Supports and information for victim-survivors of DFV are culturally safe, accessible and trauma-informed • Proportion of victim-survivors of DFV who face lower risk factors while receiving support and after receiving support 	<ul style="list-style-type: none"> • Experiences of victim-survivors of SV in reporting, accessing information, receiving support services and going through the court system • Supports and information for victim-survivors of SV are culturally safe, accessible and trauma-informed
Outcome: First Nations families, households and communities feel safe from DFSV	
<ul style="list-style-type: none"> • First Nations victim-survivors of DFV have access to culturally appropriate services and supports that keep them safe from further harm • Access to culturally safe support services, including women's cultural healing programs on country 	<ul style="list-style-type: none"> • First Nations victim-survivors of SV have access to culturally appropriate services and supports that keep them safe from further harm • Access to culturally safe support services, including women's cultural healing programs on country
Outcome: Services within the DFSV service system provide holistic support, tailored to respond to victim-survivors' (adults, children and young people) identified needs	
<ul style="list-style-type: none"> • Number and proportion of victim-survivors of DFV experiencing improved outcomes as a result of the service or justice system response received 	<ul style="list-style-type: none"> • Number and proportion of victim-survivors of SV experiencing improved outcomes as a result of the service or justice system response received
National long-term outcome	
<i>National Plan to Reduce Violence Against Women and Children 2022–2032</i>	
<ul style="list-style-type: none"> • Services and prevention programs are effective, culturally responsive, intersectional and accessible • Children and young people are safe in all settings and are effectively supported by systems and services 	



Domain 3: Accountability and responses for people using violence

People using violence are held to account and are provided with effective opportunities to change their attitudes and behaviour

***Vision:** All Queenslanders are safe and free from domestic, family and sexual violence*

Key Queensland Government initiatives*

- Perpetrator Strategy (DFV)
- First Nations perpetrator intervention pilot (DFV)
- Perpetrator-centric risk assessment tool (DFV)
- Legislative amendments
 - Unlawful stalking as aggravating factor (DFV)
 - Coercive control as pattern of behaviour (DFV)
 - Substituted service (DFV)
 - Publication of identifying information (SV)
 - Affirmative model of consent (SV)
 - Extend non-contact orders to 5 years (SV)
- Training framework (DFV)
 - Government
 - Non-Government/sector
 - Community
- Pilot restorative justice program for adult sexual and domestic and family violence offences (DFV/SV)
- Enhance systems, processes for monitoring prisoners to reduce breaches of orders (DFV)
- Youth focused programs, specialist counselling and restorative justice for young people in youth detention who use violence (DFV/SV)

* Major initiatives listed only.

Domestic and family violence indicators	Sexual violence indicators
Short-term outcomes	
Outcome: People using violence are held accountable for their actions	
<ul style="list-style-type: none"> Number and proportion of DFV incidents where use of violence results in a Police Protection Notice or DV protection order and/or referred to and engaged in alternative approaches to justice (e.g. community-led responses) 	<ul style="list-style-type: none"> Number and proportion of reported occurrences of SV where people using violence are held to account by the justice system and/or referred to and engage in alternative approaches to justice (e.g. community-led responses)
Outcome: People using violence can access and actively engage in interventions requiring them to take responsibility for their actions and help change their attitudes and beliefs to prevent further victimisation	
<ul style="list-style-type: none"> Number, type and availability of behaviour change programs for people using violence (DFV) across Queensland Time taken for people using violence to access and engage with programs Number and proportion of people using violence (DFV) who complete a behaviour change program or other interventions to reduce risk factors for reoffending 	<ul style="list-style-type: none"> Number, type and availability of sexual offending programs for people using violence (SV) across Queensland Time taken for people using violence to access and engage with programs Number and proportion of people using violence (SV) who complete a behaviour change program or other interventions to reduce risk factors for reoffending
Medium-term outcomes	
Outcome: First Nations peoples using violence can access culturally safe interventions	
<ul style="list-style-type: none"> Availability of culturally safe programs and interventions, including behaviour change programs and men's cultural healing programs on country Participation in and completion of culturally safe interventions for First Nations peoples using violence (DFV) 	<ul style="list-style-type: none"> Availability of culturally safe programs and interventions, including behaviour change programs and men's cultural healing programs on country Participation in and completion of culturally safe interventions for First Nations peoples using violence (SV)
Outcome: People using violence exhibit a change in behaviours and attitudes after engaging in interventions	
<ul style="list-style-type: none"> Risk (likelihood of using violence) is reduced for people using violence (DFV) <ol style="list-style-type: none"> while participating in interventions after completing interventions 	<ul style="list-style-type: none"> Risk (likelihood of using violence) is reduced for people using violence (SV) <ol style="list-style-type: none"> while participating in interventions after completing interventions
Long-term outcomes	
Outcome: There is a decline in the use of DFSV in Queensland	
<ul style="list-style-type: none"> Number of reported occurrences or patterns of violence relating to DFV over time, including hospitalisations and deaths, considered with the number of unique individuals using violence (DFV) and the number of unique victim-survivors of DFV in a calendar year 	<ul style="list-style-type: none"> Number of reported occurrences of SV over time, including hospitalisations and deaths, considered with the number of unique individuals using violence (SV) and number of unique victim-survivors of SV in a calendar year
Outcome: The level of reoffending among people using violence is reduced	
<ul style="list-style-type: none"> Number and proportion of people using violence (including those on community based supervision orders) who use DFV following a previous offence (or, in the case of a custodial sentence, after being granted parole) Number and proportion of individuals using violence (including those on community based supervision orders) who use DFV following the completion of a behaviour change program or other interventions aimed at reducing risk 	<ul style="list-style-type: none"> Number and proportion of people using violence (including those on community based supervision orders) who use SV following a previous offence (or, in the case of a custodial sentence, after being granted parole) Number and proportion of individuals using violence (including those on community based supervision orders) who use SV following the completion of a behaviour change program or other interventions aimed at reducing risk
<p><i>* Depending on data availability, some indicators may only reflect the number of individuals charged with violence (DFV/SV) rather than the number of individuals using violence.</i></p>	
National long-term outcome	
National Plan to Reduce Violence Against Women and Children 2022–2032	
<ul style="list-style-type: none"> People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours 	



Domain 4: System responses and service integration

The service system is effective and efficient in responding to domestic, family and sexual violence, and has the capacity and capability to meet the diverse needs of all victim-survivors, regardless of their background or location

***Vision:** All Queenslanders are safe and free from domestic, family and sexual violence*

Key Queensland Government initiatives*

- Integrated service responses (DFV/SV)
- First Nations Justice Office (DFV/SV)
- First Nations Justice Strategy (DFV/SV)
- Integrated peak body (DFV)
- Common Risk and Safety Framework (DFV)
- Information Sharing Guidelines (DFV)
- Expanded High Risk Teams (DFV)
- Strategic investment plan (DFV/SV)
- Safe pathways and integrated inter-agency response for victim-survivors (SV)
- Co-responder model (DFV)
- Specialist DFV courts expansion (DFV)
- Training framework (DFV)
- Reform implementation, monitoring, evaluation and accountability (DFV/SV)
- QPS demand and effectiveness review (DFV)
- Service responses: practices, procedures, recruitment/retention, training, education and change management (DFV/SV)
- Queensland Police Service Sexual Violence Response Strategy 2023–2025 (SV)

* Major initiatives listed only.

Domestic and family violence indicators	Sexual violence indicators
Short-term outcomes	
Outcome: Services and agencies across the DFSV service system make appropriate referrals to ensure the safety of victim-survivors (adults, children and young people) and to intervene early for people using violence	
<ul style="list-style-type: none"> • Number of outgoing referrals made by agencies and services to provide victim-survivors of DFV and people using DFV with support or assessment • Evidence relating to the appropriateness of referrals made for both victim-survivors of DFV and people using DFV (including referrals to both step-up and step-down services) • Evidence that referrals resulted in service uptake by victim-survivors of DFV and people using DFV • Evidence that the service response resulted in positive outcomes for victim-survivors of DFV and people using DFV 	<ul style="list-style-type: none"> • Number of outgoing referrals made by agencies and services to provide victim-survivors of SV and people using SV with support or assessment • Evidence relating to the appropriateness of referrals made for both victim-survivors of SV and people using SV (including referrals to both step-up and step-down services) • Evidence that referrals resulted in service uptake by victim-survivors of SV and people using SV • Evidence that the service response resulted in positive outcomes for victim-survivors of SV and people using SV
Outcome: The DFSV service system is collaborative both in service delivery and information sharing to meet the needs of victim-survivors (adults, children and young people) and people using violence	
<ul style="list-style-type: none"> • Evidence the system is moving towards a consistent approach to risk assessment through the use of the Common Risk and Safety Framework (CRASF) • Evidence of enhanced collaboration and integration within the DFV service system, including information-sharing systems 	<ul style="list-style-type: none"> • Evidence of enhanced collaboration and integration within the SV service system, including information-sharing systems
Outcome: The DFSV service system maintains a culture conducive to ensuring positive outcomes for victim-survivors (adults, children and young people) and people using violence	
<ul style="list-style-type: none"> • Evidence that agencies and funded DFV services are trauma-informed and have cultures that ensure positive outcomes for victim-survivors and people using violence, for example, reduced stigma and victim-blaming • Police responses to people accessing services for DFV are effective and culturally responsive 	<ul style="list-style-type: none"> • Evidence that agencies and funded SV services are trauma-informed and have cultures that ensure positive outcomes for victim-survivors and people using violence, for example, reduced stigma and victim-blaming • Police responses to people accessing services for SV are effective and culturally responsive
Medium-term outcomes	
Outcome: Frontline workers across the DFSV service system have the requisite capability and capacity to consistently meet the needs of victim-survivors (adults, children and young people) and people using violence from different population cohorts	
<ul style="list-style-type: none"> • Availability and quality of resources to support capacity and capability building of the DFV service system, for example, workforce development strategies and/or training to address capability gaps • Evidence that the DFV service system workforce is capable of providing culturally safe, accessible, trauma-informed and person-centred (and, where appropriate, child-centred) support to victim-survivors and people using violence 	<ul style="list-style-type: none"> • Availability and quality of resources to support capacity and capability building of the SV service system, for example, workforce development strategies and/or training to address capability gaps • Evidence that the SV service system workforce is capable of providing culturally safe, accessible, trauma-informed and person-centred (and, where appropriate, child-centred) support to victim-survivors and people using violence
Outcome: The DFSV service system has the capability and capacity to ensure culturally safe outcomes for First Nations victim-survivors (adults, children and young people) and people using violence	
<ul style="list-style-type: none"> • Evidence of increased capacity and capability across Aboriginal and Torres Strait Islander community controlled organisations to provide DFV related support • Availability and quality of cultural competency training in the DFV service system • Number and proportion of staff in Queensland government and government funded DFV services completing cultural competency training 	<ul style="list-style-type: none"> • Evidence of increased capacity and capability across Aboriginal and Torres Strait Islander community controlled organisations to provide SV related support • Availability and quality of cultural competency training in the SV service system • Number and proportion of staff in Queensland government and government funded SV services completing cultural competency training
Long-term outcome	
Outcome: The DFSV service system is effective and efficient	
<ul style="list-style-type: none"> • Evidence the DFSV service system operates effectively and efficiently 	

National long-term outcome

National Plan to Reduce Violence Against Women and Children 2022–2032

- Systems and institutions effectively support and protect people impacted by violence

Domestic, family and sexual violence program evaluation guidelines

Building on Queensland Government Program Evaluation Guidelines

Evaluation in domestic, family and sexual violence context has specific considerations that complement the broader program evaluation guidelines

Evaluation of DFSV programs and initiatives requires some specific considerations for the DFSV context that build on the general guidelines provided in the *Queensland Government Program Evaluation Guidelines – 2nd ed (2020)*.

- **The voice of victim-survivors at the centre**

Consideration should be given to drawing on lived experience expertise in all stages of program-level evaluation from design to implementation, data collection and communication of findings. Ethics review should be considered prior to commencement given the sensitive nature of the subject matter.

- **Trauma-informed approach at all stages**

A trauma-informed approach seeks to ensure that evaluations will be safe, grounded in trust, empower target cohorts, support collaboration and provide choice. These principles of trauma-informed practice should inform all of the evaluation stages to ensure that evaluation is fit-for-purpose in the DFSV context.

- **Informed by perspectives of diverse cohorts**

Experiences can differ when someone is a member of one or more vulnerable cohort groups. In the context of DFSV, consideration should be given to vulnerabilities and compounded impact as a result of intersectionality of vulnerabilities. Where possible, evaluations in the DFSV space should seek the perspectives of vulnerable cohorts.

- **Managing data collection, quality and limitations in a complex environment**

The drivers and interventions for DFSV are complex. A mixed-methods approach to data collections is therefore required to build a full picture of outcomes and impact. The *Queensland Government Program Evaluation Guidelines – 2nd ed (2020)* provides some guidance on this, but in the DFSV context, there are often additional data limitations which were discussed in the Women's Safety and Justice Taskforce *Hear Her Voice (report 1)*. In response to Recommendation 86, work is underway to improve data collection and reporting capabilities. The design, planning and implementation of future DFSV-related evaluations should be cognisant of potential data improvements and look to use the best available data at the time.

- **System level evaluation informs program-level monitoring and evaluation planning and design**

While the Monitoring and Evaluation Framework supports monitoring and evaluation of Queensland Government activity at the system level, it also informs program-level monitoring and evaluation planning and design.

- When designing and planning DFSV program-level evaluations, this Monitoring and Evaluation Framework should be a starting point. **Each program-level evaluation should include at least one outcome and one indicator from this framework.**
- Consideration should be given to how program-level evaluation outcomes and indicators could be drawn from this framework. This helps ensure that program-level evaluations are able to articulate consistency and alignment with the whole-of-government vision for addressing DFSV.
- Program/initiative owners are best placed to consider whether additional outcomes and indicators are relevant. This will ensure that program-level evaluations continue to be fit-for-purpose in meeting evaluation purposes at both the system and program levels.

- **Communicate and share evaluation plan and findings**

Understanding the impact of individual programs and initiatives is important for informing an understanding of the overall impact of Queensland Government's efforts to addressing DFSV. It is important that program, service and initiative owners communicate and share program-level evaluation plans and findings so these can be used to inform system-level evaluations. This will require ongoing collaboration and information sharing across government.

Glossary

Key terms and definitions used in this Monitoring and Evaluation Framework

Term	Definition
Accountability	Accountability refers to people who have used violence taking personal responsibility for their violence and choosing to change their behaviour, understanding what they have done, and facing legal or community consequences. This also refers to the accountability of systems, such as the justice and service systems, to ensure they meet standards of service.
Alternative approaches to justice	Alternative approaches to justice refer to pathways and strategies outside of the justice system that address violence and ensure people who use violence are held accountable. Some communities have experienced disproportionate levels of institutional violence at the hands of police, corrections and the legal system, and therefore, alternative, trauma-informed and culturally safe justice pathways may be more appropriate than standard justice responses. These alternative approaches may include restorative justice, mediation, family dispute resolution or other similar programs and responses.
Appropriate	If support or intervention is appropriate, it considers the suitability of action depending on the cultural, personal and environmental context for both victim-survivors and people using violence.
Behaviour change program	Behaviour change programs focus on working with people using violence to enable them to recognise their violent behaviour and develop strategies to stop using violence.
Children and young people	Children and young people who are members of families where domestic, family and/or sexual violence occurs are referred to as victim-survivors in their own right. They often are heavily impacted and can be traumatised by violence directed towards other family members in their household, or in other environments. Their needs are often different to that of adults. It is acknowledged that some young people use violence, and in these cases, they should be supported with relevant and appropriate strategies and approaches to stop them from using violence and hold them to account for their violent behaviour.
Coercive control	Coercive control is often a significant part of a person's experience of DFV and describes someone's use of abusive behaviours against another person over time, with the effect of establishing and maintaining power and dominance over them. This occurs within the historical, social and cultural context in which it is used or experienced. Abusive behaviours that people using violence can use as part of their pattern of abuse include physical abuse (including sexual abuse), monitoring a victim-survivor's actions, restricting a victim-survivor's freedom or independence, social abuse, using threats and intimidation, emotional or psychological abuse (including spiritual and religious abuse), financial abuse, sexual coercion, reproductive coercion, lateral violence (such as gossiping, shaming, and bullying), systems abuse, technology-facilitated abuse and animal abuse. A focus on coercive control reflects a shift from specific, isolated occurrences (of primarily physical violence) to a recognition that individual acts can be used by people using violence to form a broader pattern of abusive behaviours that reinforce and strengthen the control and dominance of one person over another.

Glossary

continued

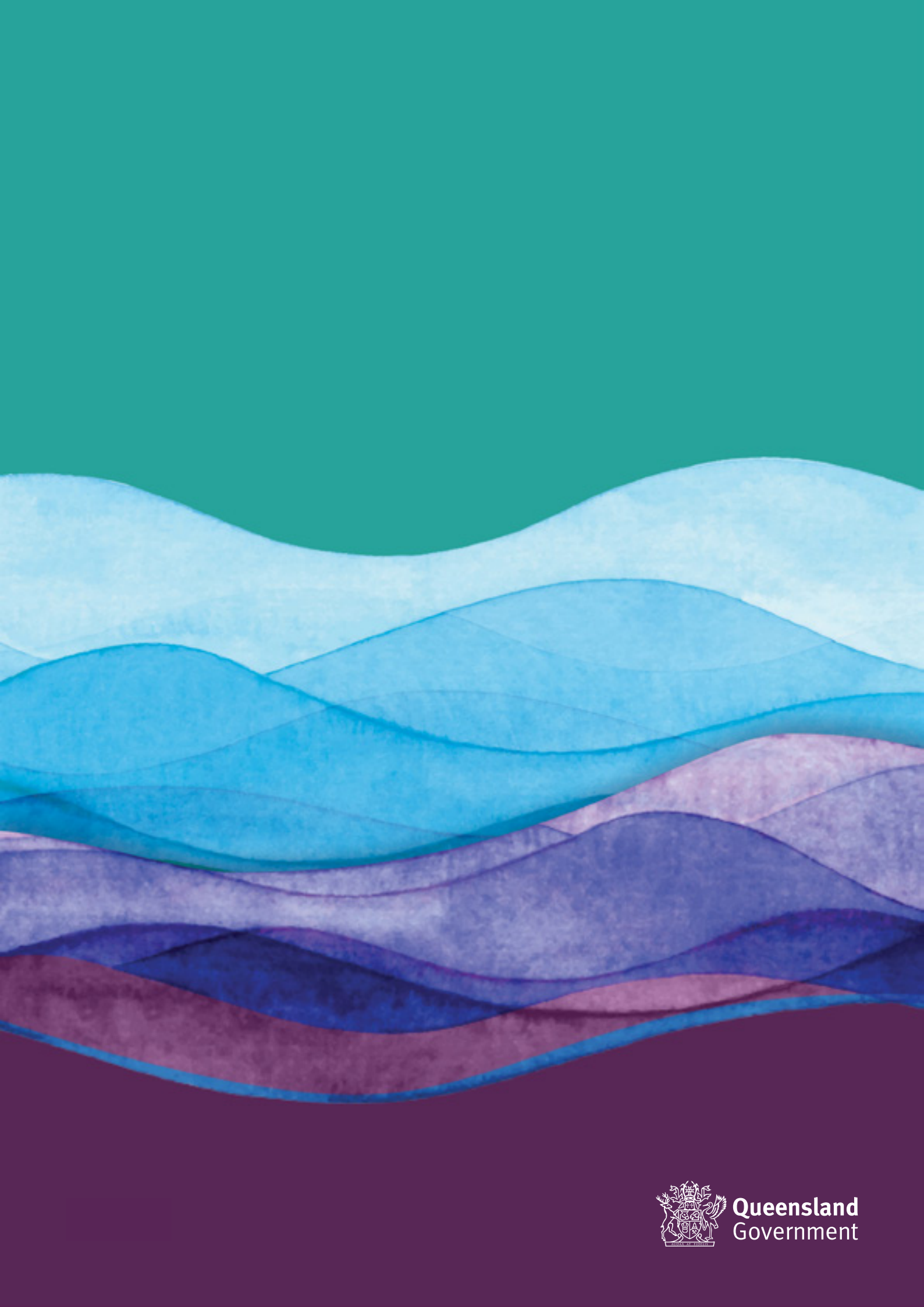
Term	Definition
Community-led responses	Community-led responses are actions and strategies that seek to improve the health and human rights of members of their community, that are specifically informed and implemented by and for communities themselves and the organisations, groups and networks that represent them.
Consent/affirmative consent	<p>Consent is where a person freely and voluntarily agrees to participate in an interaction. While consent applies to a broad range of issues, in this context it is most often physical or sexual in nature. Affirmative consent means that consent is actively and mutually sought and communicated, and it can be withdrawn at any point. It requires a person to take active steps to say or do something to find out whether the other person consents to the sexual activity.</p> <p>A person must also have the cognitive capacity to consent to the sexual activity at the time and must not be misled about the nature or purpose of the sexual activity, or influenced by someone abusing their position of authority, trust, or dependency. In the context of forced marriage, a person does not freely or fully consent to the marriage because of threats, deception or coercion, or because they are incapable of understanding the nature and effect of the marriage ceremony, or the individual is under the age of 16 years.</p>
Domestic, family and sexual violence (DFS) service system	The domestic, family and sexual violence (DFS) service system refers to all government agencies and non-government organisations that address domestic and family violence and sexual violence by providing support to victim-survivors, children and young people who are victim-survivors, people using violence and tailored supports for priority cohorts. The domestic, family and sexual violence service system includes specialist domestic, family and sexual violence services, including domestic and family violence support services, sexual violence support services, and intervention services for people using violence. In Queensland, this refers to all government agencies and non-government organisations contributing to Queensland’s domestic, family and sexual violence response.
Domestic, family and sexual violence (DFS) service sector	In Queensland, the domestic, family and sexual violence (DFS) service sector refers to non-government organisations funded by government, contributing to Queensland’s domestic, family and sexual violence response.
Domestic and family violence (DFV)	<p>Domestic violence is also commonly referred to as ‘intimate partner violence’. Domestic violence occurs when a person in an intimate personal, family, or informal carer relationship uses violence or abuse to maintain power and control over the other person. Domestic violence can occur in intimate, familial, kin, and informal care relationships. Domestic violence may include behaviours such as, but not limited to; physical, sexual, emotional, psychological, verbal, or economic abuse. <i>See the definition for family violence below.</i></p> <p>Family violence is a broader term than domestic violence, as it refers not only to violence between intimate partners but also to violence used by parents (and guardians) against children, between other family members and in family-like settings. This includes, for example, elder abuse, violence used by children or young people against parents, guardians or siblings, and violence used by other family members such as parents in law. Family violence is also the term First Nations peoples prefer because of the ways violence occurs across extended family networks. Family violence can also constitute forms of modern slavery, such as forced marriage and servitude.</p>

Term	Definition
Effectiveness	As defined in the <i>Queensland Government Program Evaluation Guidelines 2nd ed (2020)</i> , effectiveness is the extent to which a program is responsible for achieving its intended outcomes. Assessments of effectiveness should consider alternative explanations for observable outcomes and what may have occurred in the absence of the program (i.e. the counterfactual).
Efficiency	As defined in the <i>Queensland Government Program Evaluation Guidelines 2nd ed (2020)</i> , efficiency is the extent to which a program is delivered at the lowest possible cost (technical or productive efficiency), to the areas of greatest need (allocative efficiency) and/or continues to improve over time by finding better or lower cost ways to deliver outcomes (dynamic efficiency).
Equity	As defined in the <i>Queensland Government Program Evaluation Guidelines 2nd ed (2020)</i> , equity is the extent to which a program meets the needs of participants in relation to their individual needs. It can be distinguished from equality where participants are treated equally.
First Nations	The term 'First Nations' refers to Australian Aboriginal peoples and Australian Torres Strait Islander peoples.
Impact	The degree to which a program drives its intended outcomes. This can be differentiated from effectiveness through its focus on the scale of outcomes driven by a program rather than a focus on determining a link between the program and outcomes.
People using violence	People using violence are also known as perpetrators in some system contexts. It refers to a person who commits an illegal, criminal or harmful act, including domestic, family or sexual violence. While alternative terminology may be used during different sections of the service system (for example, respondent, offender and perpetrator), the term 'people using violence' is consistent with the language adopted in the <i>National Plan to End Violence against Women and Children (2022–2032)</i> .
Priority cohorts	This term is used to capture diverse populations and individuals. Particular groups that were called out in the Taskforce reports were people from culturally and linguistically diverse backgrounds, people with disability, people who identify as LGBTIQ+, children and young people, older people, people in custody, people under supervision by Queensland Corrective Services for a DFV or SV offence, and First Nations peoples.
Sexual violence (SV)	Sexual violence (SV) refers to sexual activity that happens where consent is not freely given or obtained, is withdrawn or the person is unable to consent due to their age or other factors. It occurs any time a person is forced, coerced, or manipulated into any sexual activity. Sexual violence can occur in different contexts, including intimate partner relationships, intergenerational familial abuse, in the community, or within an institution. Such activity can be sexualised touching, sexual abuse, sexual assault, rape, sexual harassment and intimidation, and forced or coerced watching or engaging in pornography. Sexual violence can be non-physical and include unwanted sexualised comments, intrusive sexualised questions, or harassment of a sexual nature. Forms of modern slavery, such as forced marriage, servitude or trafficking in persons may involve sexual violence. Notably, sexual violence in intimate partner relationships may also be interconnected with domestic and family violence.

Glossary

continued

Term	Definition
Timely	Refers to access to appropriate support and services in a suitable time frame. This could be ensuring that victim-survivors receive support within a suitable time frame. It could also be providing effective early engagement, referral pathways and treatment programs to assist individuals to change their behaviour.
Trauma-informed	Trauma-informed care and practice recognises the prevalence of trauma and its impacts on the emotional, psychological, and social well-being of people and communities. Trauma-informed practice means integrating an understanding of past and current experiences of violence and trauma in all aspects of service delivery and interactions with the service system. It emphasises the opportunities for victim-survivors to rebuild a sense of control and empowerment. The goal of trauma-informed systems is to avoid re-traumatising individuals and support safety, choice, and control to promote healing.
Victim-survivor	People who have experienced domestic, family, sexual or gender-based violence. This term is understood to acknowledge the strength and resilience shown by people who have experienced or are currently living with violence. People who have experienced violence have different preferences about how they would like to be identified and may choose to use victim or survivor separately, or another term altogether. Some people prefer to use 'people who experience or are at risk of experiencing violence'. This includes adults, as well as children and young people in their own right as victim-survivors.



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