

Queensland Government's implementation updates to recommendations arising from the *Domestic and Family Violence Death Review and Advisory Board 2019-20 Annual Report*

Recommendation	Responsible Agency as at 30 June 2023	Implementation update
<p>Recommendation 1</p> <p>That the Queensland Government review all domestic and family violence training delivered to frontline services who may come into contact with victims and their children or perpetrators of domestic and family violence, with a focus on identifying opportunities to embed trauma-awareness and trauma-informed service delivery. This review should be informed by the learnings from the Board's systemic report of the deaths of 'George' and 'Jack' and contain dedicated modules on:</p> <ol style="list-style-type: none"> trauma-awareness and trauma-informed practice the gendered nature of domestic and family violence common tactics used by perpetrators and culturally appropriate service delivery. 	<p>Department of Justice and Attorney-General</p> <p>Queensland Police Service</p> <p>Queensland Corrective Services</p> <p>Department of Children, Youth Justice and Multicultural Affairs</p> <p>Queensland Health (including Queensland</p>	<p>The recommendation is accepted.</p> <p>Queensland Government agencies leading the response to this recommendation have undertaken significant work to implement training for Queensland Government staff in frontline agencies that routinely come into contact with victims and/or perpetrators of domestic and family violence and their children to recognise, respond and make appropriate referrals. This recommendation asks agencies to extend upon that work by ensuring training incorporates trauma-awareness and trauma-informed practice, the gendered nature of domestic and family violence, common tactics used by perpetrators, and culturally appropriate service delivery. Individual agency implementation updates for this recommendation are provided below.</p> <hr/> <p>Department of Education</p> <p>The recommendation is accepted.</p> <p>The Queensland Government's response to this recommendation is implemented.</p> <p>On 20 December 2021 the Minister for Education, Minister for Industrial Relations and Minister for Racing responded: Information on domestic and family violence indicators and impacts is provided within the Department of Education's student protection guidelines.</p> <p>Fact sheets and staff presentations have been developed to provide information on the impacts of domestic and family violence on children and young people, the gendered nature of domestic and family violence, and tactics perpetrators of domestic and family violence use to exert power and control.</p> <p>Key Department of Education support staff, such as guidance officers, have expertise in trauma-informed practice. A review of existing domestic and family violence and student protection online training and supporting materials to identify opportunities to include information on trauma awareness, trauma-informed practice, perpetrator tactics and culturally appropriate service delivery has commenced.</p>

	<p>Ambulance Service)</p> <p>Department of Education</p> <p>Department of Communities, Housing and Digital Economy</p>	<p>On 6 May 2022 the Minister for Education, Minister for Industrial Relations and Minister for Racing responded:</p> <p>An environmental scan of existing departmental domestic and family violence training programs was undertaken. Department of Education staff have access to two dedicated online domestic and family violence training programs. Domestic and family violence content has also been embedded in a number of other departmental online training resources, including an online student protection case study that includes domestic and family violence risk factors.</p> <p>The department is currently developing online modules for school staff to support respectful relationships education delivery. Respectful relationships education aims to prevent domestic and family violence by supporting students to develop positive and respectful relationships. The modules include information on the gendered nature of domestic and family violence and the use of violence, power and control by perpetrators. The importance of taking a trauma-informed and culturally-appropriate approach to supporting students impacted by domestic and family violence is included within this program. Resources that provide more detailed information on these topics is in development and will be published on the department’s intranet for access by all frontline (school and regionally based) staff.</p> <p>As at 31 December 2022 the Minister for Education, Minister for Industrial Relations and Minister for Racing responded:</p> <p>Information on trauma awareness, trauma-informed practice, the gendered nature of domestic and family violence, perpetrator tactics and culturally appropriate domestic and family violence service delivery has been included within the Department of Education’s online Mandatory All Staff Training program, Management Foundations online training program and Domestic and Family Violence online modules. Additionally, new online modules to support classroom teachers with taking a trauma-informed approach have been developed and will be released in January 2023.</p> <p>New fact sheets on trauma-informed practice and culturally appropriate service delivery have been developed for Department of Education staff to complement existing materials on perpetrator tactics and the gendered nature of domestic and family violence.</p> <p>Additionally, content for school staff, parents/caregivers and secondary school students on domestic and family violence, coercive control and perpetrator tactics has been included on the Respectful Relationships Education hub. The Respectful Relationships Education hub was released in October 2022 and is available to the public. The hub provides information about the role that respectful relationships education plays in supporting students to recognize and respond to domestic, family and sexual violence.</p> <p>An online resource to support respectful relationships education delivery is being finalised, which will include information on trauma-awareness, culturally appropriate service delivery, gender-based violence and perpetrator</p>
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	<p>tactics.</p> <p>As at 30 June 2023 the Minister for Education, Minister for Industrial Relations and Minister for Racing responded:</p> <p>A resource to support schools to understand the importance of preventing gender-based violence through respectful relationships education will be published on the Department of Education’s internal website in Term 4, 2023. This resource includes information on trauma-awareness, culturally appropriate service delivery, perpetrator tactics and the gendered nature of domestic and family violence.</p> <p>Communications to promote this resource to Queensland state schools have been scheduled for Term 4, 2023.</p> <p>This resource will be shared with the Queensland Catholic Education Commission and Independent Schools Queensland to promote to their schools.</p>
	<p>The Department of Children, Youth Justice, and Multicultural Affairs</p> <p>The recommendation is accepted.</p> <p>The Queensland Government’s response to this recommendation is implemented.</p> <p>On 25 January 2022 the Minister for Children and Youth Justice and Minister for Multicultural Affairs responded:</p> <p>The Department of Children, Youth Justice and Multicultural Affairs reviewed all frontline domestic and family violence training and partnered with David Mandel from the Safe and Together Institute to deliver domestic and family violence training to frontline staff for the last five years. The Safe and Together model is child safety focused, holds perpetrators to account for their violent behaviour, provides guidance on how to partner with non-offending partners and is clear about the multiple impacts of domestic and family violence behaviours on the safety and wellbeing of the non-offending parent, typically the mother given the gendered nature of domestic and family violence, and their children.</p> <p>In addition to the face-to-face training programs, e-Learning modules are also available to all staff to support self-directed learning. On 2-3 September 2021 a virtual Safe and Together conference was held and attracted more than 250 participants across the state.</p> <p>The Department of Children, Youth Justice and Multicultural Affairs continues to work on embedding the Safe and Together model, with 23 staff now registered as Safe and Together trainers and another seven staff enrolled to complete the train-the-trainer program by the end of 2021. Seven of these trainers are Aboriginal or Torres Strait Islander staff ensuring a cultural lens.</p> <p>The Department of Children, Youth Justice and Multicultural Affairs continues to partner with key government and non-government agencies to support the embedding of the Safe and Together model. This has included the delivery of the</p>

	<p>Safe and Together training program to three domestic and family violence high risk teams across the state and a range of community-controlled organisations.</p> <p>The Department of Children, Youth Justice and Multicultural Affairs' legal officers within the Office of the Child and Family Official Solicitor have been trained in the Safe and Together model and in 2022 the Office of the Child and Family Official Solicitor will have their own train-the-trainer to support ongoing delivery of the program for new staff.</p> <p>Further work is proposed to incorporate domestic and family violence as a topic in the training that is provided to youth justice staff as learning modules are reviewed in 2021-22 for case workers, youth workers, restorative justice staff, court staff and others.</p> <p>Youth Justice staff have access to six domestic and family violence related courses, including:</p> <ol style="list-style-type: none"> 1. Recognise, Respond, Refer 2. MATE DFV Bystander Training 3. Defining DFV 4. The impact of domestic and family violence on children and young people 5. Engagement when DFV is present 6. Adolescent to Parent Violence. <p>The sixth course is available as a micro- credential through Central Queensland University, while courses 3, 4 and 5 are practitioner focused courses that address some of the matters identified in the Board's report, including power and control dynamics, and staff engagement skills with families where domestic and family violence is or may be present.</p> <p>In addition there are six e-learning domestic and family violence courses that have been offered to Youth Justice staff, which have been developed by Child Safety:</p> <ol style="list-style-type: none"> 1. Defining Domestic and Family Violence 2. Impact of violent and coercive behaviours on children 3. Working with families when violent and coercive behaviours are causing harm 4. Assessment when Domestic and Family Violence is Present 5. Working with cases where Domestic and Family Violence is present 6. Working with Aboriginal and Torres Strait Islander families experiencing domestic and family violence. <p>These six modules are being reviewed with a view to identifying areas where they could be more applicable to the Youth Justice setting.</p>
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Queensland Corrective Services

The recommendation is accepted.

The Queensland Government's response to this recommendation is implemented.

On 7 March 2022 the Minister for Police and Corrective Services and Minister for Fire and Emergency Services responded:

Queensland Corrective Services developed a new Motivating Action Through Empowerment (MATE) domestic and family violence training for staff, following a review of the former Recognise, Respond, Refer (RRR) package. MATE replaces the RRR package and will commence from January 2022 as part of Queensland Corrective Services' new Learning Management System. MATE is designed to reflect best practices and includes a focus on analysing the culture that supports violence to occur, examining what lies beneath violence and violence supportive attitudes; conceptualising the link between gender-based violence and gender inequality; and skills to contribute to primary prevention of violence.

Queensland Corrective Services is also reviewing all existing entry-level domestic and family violence packages to identify opportunities for enhancement.

On 6 May 2022 the Minister for Police and Corrective Services and Minister for Fire and Emergency Services responded:

As of 24 March 2022, all Queensland Corrective Services staff are required to complete at three yearly intervals the Motivating Action Through Empowerment program (MATE), developed by Griffith University.

MATE will provide staff with tools to confidently address harmful and abusive behaviour in workplaces, home, and community. In addition, managers and supervisors are required to complete by 1 June 2022, the Domestic and Family Violence: Managers and Supervisors module that provides additional information about the role managers and supervisors play in preventing, recognising, and responding to domestic and family violence in the workplace. Programs were introduced following examination of content through Queensland Corrective Services Academy and Culture, Safety, and Wellbeing area (People Capability Command). The programs are both online courses, that are available to all Queensland Corrective Services staff via the Queensland Corrective Services Learning Management System Academy Online that commenced January 2022.

	<p>Currently Swinburne University is developing specific training modules for use initially within the training of new and existing Queensland Corrective Services community corrections and specialist operations case managers/senior case managers.</p> <p>For new staff, the revised entry level training that has resulted from the Review of Community Corrections Training conducted By Dr Lacey Schafer, will include a full day on domestic and family violence, whilst incorporating across the five-week program, an underlying approach based on trauma informed practice. The Swinburne product development includes role specific training regarding domestic and family violence and gender violence. It is anticipated that the initial entry level materials will be completed by 30 June 2022 and trialled during the period July- December 2022. An on-line module regarding trauma informed practice will be developed through Queensland Corrective Services Academy by December 2022.</p> <p>In addition, a train the trainer program delivered by Swinburne University will be conducted in the second half of the year.</p> <p>Both the MATE and managers/supervisor programs will be reviewed September-December 2022. The Swinburne developed modules re-entry level training of community corrections staff, will be considered for possible inclusion in the training of custodial correctional officer recruits commencing 2023.</p> <p>As at 31 December 2022 the Minister for Fire and Disaster Recovery and Minister for Corrective Services responded:</p> <p>In partnership with Swinburne University, Queensland Corrective Services Academy (QCSA) has finalised the revised entry level training program for Community Corrections staff, with all products delivered by 30 December 2022. This training consists of a full day on domestic family violence (DFV) and gender responsive practice, whilst incorporating across the five-week program an underlying approach based on trauma informed practice.</p> <p>The Swinburne product includes role specific training regarding DFV and gender violence, as well as a scaffolded learning approach to more advanced in person and online products. In addition, all products were reviewed and endorsed through the Queensland Corrective Services Murrighgun Cultural Unit to ensure they are culturally appropriate.</p> <p>To support this new curriculum, QCSA training staff were trained by Swinburne University in August 2022. It is anticipated that this training will be delivered to the first entry-level participants in July 2023.</p>
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Existing Community Corrections staff are currently being trained in the new curriculum to align their practice with that being taught to the new recruits from July 2023 onwards. Consideration is still being given to adapting the Swinburne-developed modules for Custodial Correctional officer training.

Queensland Police Service

The recommendation is accepted.

On 18 May 2022 the Minister for Police and Corrective Services and Minister for Fire and Emergency Services responded:

Following the commencement of the Domestic, Family Violence and Vulnerable Persons Command in March 2021, the Queensland Police Service commenced an examination of the current and planned training across the service to identify commonalities, gaps and opportunities for integration, and establish a common community of practice for whole of service vulnerable persons training.

In 2019, the NOUS Group were contracted by the Queensland Police Service to create a Cultural Change Program for implementation in all police districts. The aim of the program was to embed cultural change and enhancement through district change champions relative to domestic and family violence, including culturally appropriate service delivery. Police liaison officers and Torres Strait Island police liaison officers were identified as district change champions and attended the cultural enhancement training. The planned state-wide rollout of the Culture Change Program in early 2020 was impacted due to the COVID-19 public health pandemic. Noting the passage of time since program commencement, a review was conducted, the outcome of which is to refine the program to be more reflective of trauma-awareness and trauma-informed practice, the gendered nature of domestic and family violence, and recommendations from the Women’s Safety and Justice Taskforce (subject to government acceptance of recommendations). Work with Nous continues to develop a revised cultural change program, for further Implementation in late 2022.

Griffith University completed phase 1 of a research project following a 2019 qualitative study exploring police perceptions of responding to domestic and family violence. Two key themes were identified – futility (non-cooperative victims & exploitation of the criminal justice system) and organisational stressors (paperwork & internal and external scrutiny). The stressors appeared to produce contradictory outcomes – disillusion (desensitisation and powerlessness) and personal growth (learning and open-mindedness). Overall, evidence of fatigue and burnout due to frequency of responding to domestic and family violence were identified. In December 2020, the initial findings were published in the peer-reviewed Sage Journal – Violence Against Women. Research Article: *Responding to Domestic and Family*

Violence: a Qualitative Study on the Changing Perceptions of Frontline Police Officers. In March 2021, the findings were presented to Domestic, Family Violence and Vulnerable Persons Command members and live streamed to a state-wide audience and will be used to inform future work to guide and support trauma-awareness and trauma-informed service delivery noting the evidence of officer fatigue, desensitisation, powerlessness, and burnout.

In 2021, the Domestic, Family Violence and Vulnerable Persons Command reviewed the existing Queensland Police Service Domestic and Family Violence Policing Enhancement online training product. Following adjustments, the product was re-launched in July 2021 for mandatory completion by all members, up to and including the rank of inspector or equivalent. As of 15 March 2022, 9,769 members had completed training. The reviewed product focuses heavily on the gendered nature of domestic and family violence and common tactics used by perpetrators.

In 2021 the Queensland Police Service developed a foundational online training product on coercive control. The product was released in January 2022 for mandatory completion by all members of the service. As of 24 March 2022, 7,167 members (41%) had completed the training. Training was developed specifically using a victim-centric, trauma-informed lens and is heavily focused on the gendered nature of domestic violence, the identification of patterned-based perpetrator tactics, and includes the lived experiences of victim survivors.

In February 2022 the Queensland Police Service developed the Child Sexual Abuse Fundamentals Education (CSAFE) online learning product provides participants with an understanding of the issues raised by the Royal Commission into Institutional Responses to Child Sexual Abuse. The training provides participants with an understanding of how to better support survivors of child sexual abuse assault more generally. Whilst specific to child sexual abuse, the course identifies how to identify trauma and respond accordingly, providing understanding of trauma-informed victim-centric practices. The product is a mandatory requirement for completion by police officers up to and including the rank of inspector, and staff members with front counter responsibilities and Policelink positions.

The Queensland Police Service will continue to develop and refine training products through a victim-centric and trauma informed lens, with particular focus on then gendered drivers of domestic and family violence, and the common, pattern-based tactics used by perpetrators, with particular attention given to the dynamics of coercive control.

Tranche 2 of the Queensland Police Service coercive control training is expected to be delivered in the second half of 2022. Training will expand on the foundational knowledge covered in the online coercive control training product and be delivered face to face. It is envisaged that future legislation around coercive control and recommendations from the Women's Safety and Justice Task Force report, *Hear Her Voice*, will be incorporated in this training.

Subject to the passage of legislation, the Queensland Police Service will commence a domestic violence video recorded evidence pilot in mid-2022, in Ipswich and Gold Coast districts. The pilot will trial the use of video recorded statements taken by trained police officers to be used as a domestic and family violence victim's evidence-in-chief in domestic and family violence related criminal proceedings. During the pilot, over 1,200 frontline officers will be upskilled to take a victim statement by way of video recording, following successful completion of a bespoke domestic and family violence training course, approved by the police commissioner, for the purpose of taking recorded statements. Training is being developed through a victim-centric, trauma informed lens to minimize trauma experienced by victims through multiple recounts of events, and to maximise perpetrator accountability.

Phase 2 of the Griffith University desensitisation research project will build upon stage 1 findings but undertaking a quantitative study broadening the exploration of police perceptions. A state-wide survey was distributed to 1,500 Queensland Police Service frontline officers to measure perceived stress and mental health outcomes, such as burnout, depression and post-traumatic stress disorder. Measures of organisational impacts, such as job satisfaction, turnover and sick leave, are also included. Plans to work with Australia New Zealand Policing Advisory Agency after the survey is distributed in Queensland to expand distribution of survey to other policing jurisdictions.

The aim of phase 2 is to better understand stress levels, attitudes, knowledge, how wellbeing is affected by attending domestic and family violence jobs and what factors impact mental health and performance outcomes (such as geographical, frequency and severity, experience and personal vulnerabilities). Findings will be used to broaden the exploration of police perceptions to better understand the impact attending domestic and family violence incidents has on stress levels, attitudes, knowledge and wellbeing.

As at 31 December 2022 the Minister for Police and Corrective Services and Minister for Fire and Emergency Services responded:

In 2021, the Queensland Police Service developed a foundational online training product on coercive control. The product was released in January 2022 for mandatory completion by all members of the Service. As of 27 November 2022, 15,427 members (88%) have completed the training. Training was developed specifically using a victim-centric, trauma-informed lens and is heavily focused on the gendered nature of domestic violence, the identification of patterned-based perpetrator tactics, and includes the lived experiences of victim survivors.

A three-day face-to-face *DFV: Holistic Approach* course was developed with a pilot delivered in June 2022. The training is being delivered using a Train-the-Trainer (TTT) model with 12 TTT courses delivered during July and August 2022. Face-to-Face training commenced state-wide from August 2022 with training delivered to 4,237 members as of 28

	<p>November 2022. The course content has been informed by internal and external reviews of domestic and family violence policing practices, policies, and procedures, and includes a strong focus on cultural enhancement and lived experiences. The cultural enhancement content has been informed and developed by an external consultant, Nous Consultancy Group, who have been engaged with the Queensland Police Service since 2018.</p> <p>On 26 May 2022, the <i>Evidence and Other Legislation Amendment Act 2022</i> (the Act) was passed amending the <i>Evidence Act 1977</i> to create a legislative framework to trial the use of video recorded statements taken by trained police officers. The pilot implements alternative evidence procedures for victims of domestic and family violence providing evidence in related criminal matters to reduce the trauma of this experience. The training for police was developed by subject matter experts to embed victim-centric, trauma-informed practices. The pilot commenced in the two trial locations (Gold Coast and Ipswich Police Districts) at the beginning of September 2022 and as of 1 December 2022, 100% of Ipswich District officers and approximately 95% of Gold Coast Officers have received the training.</p> <p>A five-day specialist training course has been co-designed with eminent academics and industry experts to support greater understanding, knowledge and capability for specialists working in domestic and family violence. Delivery of the specialist course commenced in November 2022 with the pilot delivered to 32 specialist members (as of 29 November 2022). The course will be rolled out to specialists such as District Domestic and Family Violence Coordinators, Domestic Violence Liaison Officers, Police Prosecutors, Detectives, Child Protection Investigation Unit members, Intelligence Officers, and domestic and family violence High Risk Teams. Initial delivery of the course is planned up until 30 June 2023. The Queensland Police Service continues to refine course content and quantum of delivery.</p>
	<p>Queensland Health</p> <p>The recommendation is accepted.</p> <p>On 6 June 2022 the Minister for Health and Ambulance Services responded:</p> <p>In 2021 Queensland Health commenced rolling out the Domestic and Family Violence Specialist Health Workforce Program (the program) across the state. The program was established in response to a 2019 review of the Domestic and Family Violence Toolkit of training resources (the Toolkit) and the effectiveness of Queensland Health’s original approach to providing domestic and family violence training for the health workforce. The review found that while the training resources were of a high quality, clinicians did not have the time to organise, facilitate and participate in domestic and family violence training, in addition to their clinical workload. The primary functions of the program are to increase the capacity of hospital and health services to respond safely and appropriately to suspicions and disclosures of domestic and family violence. Capacity building occurs through the delivery of the domestic and family violence</p>

Toolkit of training resources and scheduling of locally-tailored training opportunities that are accessible by frontline health clinicians across facilities and clinical streams. The Toolkit actively promotes trauma-informed practice and a gendered analysis of domestic and family violence. A Community of Practice was established including all of the newly appointed domestic and family violence Specialist Clinicians and their clinical leads from hospital and health services across Queensland. A forum held in August 2021 covered a range of topics relating to Queensland Health's domestic and family violence service system reform obligations, provided an overview of the Queensland Government's recent commitments and flagged the need for the Community of Practice to lead further review of the Toolkit including in relation to:

- information to support understanding of perpetrator tactics
- the impacts of relational trauma
- the links between suicidality and experiences of domestic and family violence
- further training enhancements to support culturally safe and appropriate responses to domestic and family violence.

A Common perpetrator tactics working group was convened with draft resources developed including PowerPoint training slides, case scenario and facilitator notes, fact sheet for clinicians and identification of perpetrators in health records component.

Work towards this recommendation is expected to be impacted by the demands of COVID-19 on the Queensland health system. The Domestic and Family Violence Specialist Health Workforce Program Community of Practice and the Department of Health will continue to work together on a work plan for consulting with clinical and other stakeholders on the development and incorporation of content covering the priority topics for incorporation into the domestic and family violence Toolkit of training resources.

As at 31 December 2022 the Minister for Health, Mental Health and Ambulance Services and Minister for Women responded:

Queensland Health continued delivery of the Domestic and Family Violence Specialist Health Workforce Program across the state. This has seen the ongoing building of capacity among the frontline health clinicians to respond safely and appropriately to suspicions and disclosures of domestic and family violence through delivery of the Toolkit of training resources. The Toolkit contains specific information on:

- Trauma-awareness and trauma-informed practice
- The gendered nature of domestic and family violence

	<ul style="list-style-type: none"> • Culturally appropriate service delivery. <p>The Specialist Health Workforce Program Community of Practice and Department of Health continued to review the Queensland Health Domestic and Family Violence Toolkit of resources. New content on the common tactics used by perpetrators was refined with reference to the cases nominated by the Board and clinicians commenced applying the resources at a local level.</p> <p>A process of continuous improvement will be applied to the Queensland Health Toolkit of resources as an objective of the Domestic and Family Violence and Department of Health, and as identified in other strategic drivers, specifically the Women’s Safety and Justice Taskforce <i>Hear Her Voice – Report One</i> (Recommendation 24), <i>Queensland Government Fourth Action Plan of the Domestic and Family Violence Prevention Strategy 2022-23 to 2025-26</i>, and the Queensland Audit Office report <i>‘Keeping people safe from domestic and family violence’</i>.</p>
	<p>Department of Justice and Attorney-General</p> <p>The recommendation is accepted.</p> <p>As at 30 June 2022 the Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence responded:</p> <p>The Department of Justice and Attorney-General (DJAG) has ensured that frontline Queensland Government staff in high-risk teams and integrated service responses, along with staff of funded domestic and family violence (DFV) specialist services have ongoing access to trauma-informed DFV training and other professional development opportunities offered by WorkUp Queensland as part of an ongoing capability and capacity building program of work and will work with WorkUP Queensland to ensure training delivered addresses elements a-d of the recommendation.</p> <p>DJAG notes that the Women’s Safety and Justice Taskforce’s first report <i>Hear her voice</i> – addressing coercive control and domestic and family violence in Queensland included a range of related recommendations, including Recommendation 23 (development of an evidence based and trauma-informed framework to support training and education and change management across all parts of the domestic and family violence and justice systems) and Recommendation 24 (develop, implement and adequately fund evidence-based and trauma-informed ongoing training, education and effective change management strategies within all relevant agencies that deliver or fund services to victims and perpetrators of domestic and family violence and coercive control).</p> <p>Following the release of Queensland Government’s response to the Taskforce’s first report on 10 May 2022, DJAG is</p>

undertaking implementation planning and considering the direct linkages between this recommendation and Recommendations 23 and 24 of the Taskforce. It is expected that implementation of Recommendation 23 and 24 will deliver the intended outcome for this recommendation, that is to embed trauma-awareness and trauma-informed into government and frontline service delivery through a consistent training, education and change management framework.

As at 31 December 2022 the Attorney – General and Minister for Justice, Minister for the Prevention of Domestic and Family Violence, and Leader of the House responded:

In response to recommendation 23 of the Women’s Safety and Justice Taskforce (WSJT) *Hear Her Voice - Report One* the Department of Justice and Attorney-General (DJAG) is leading the development of a domestic and family violence (DFV) training and change management framework for the DFV and justice service systems (the framework). The WSJT found inconsistencies in the content and delivery of training across government and non-government sectors contributed to negative outcomes for victim/survivors and inappropriate engagement or collusion with people using violence, thereby increasing the risk to victims. The framework will promote trauma awareness and trauma informed practice, including the impact of trauma for First Nations peoples affected by DFV, address the gendered nature of DFV, adopt an intersectional lens, promote culturally appropriate service delivery, and address common tactics used by perpetrators to perpetuate control and abuse of victim/survivors.

DJAG is engaging an external supplier to consult on and develop the training and change management framework. A tender for this work was released on 13 December 2022 and a supplier will be contracted by the end of February 2023. Consultation with a broad range of stakeholders to develop the framework will commence in early March 2023 with completion of the Framework in the second half of 2023.

Department of Communities, Housing and Digital Economy (DOH)

The recommendation is accepted.

The Queensland Government’s response to this recommendation is implemented.

As at 30 June 2022 the Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts responded:

The Department of Communities, Housing and Digital Economy (DCHDE) through the Specialist Response Team is delivering multi-stage tailored domestic and family violence training during 2021-22. The *Working with Difference* training program (WwD training) builds on Trauma-informed Care learning program delivered in 2020-21, with a focus on understanding complex trauma when domestic and family violence experiences intersect with traumas associated with being First Nations, Culturally and Linguistically Diverse (CALD), specifically refugee women, and disability. Training

approach and content have been co-designed with WWILD (Women with Intellectual and Learning Disabilities), Multicultural Australia, Immigrant Women’s Support Service, SARA Program, 99 Steps (specialist CALD DFV service providers) and First Nations Peoples with experience in DFV.

As at 30 June 2022, the WwD training has delivered:

- Leadership Capacity Building Session on 17 November 2021 aimed at managers and seniors to support frontline staff apply and embed learnings from training
- Two self-paced e-learn training modules on Intersectionality and Information Sharing on 26 November 2021.
- A Working with Difference Leadership Teams Group was established in November 2021 as a community of practice to support leaders embed improved practice and learnings from the WwD.

A series of tailored podcast and videos featuring a survivor’s story and information from specialist CALD and Disability services, and First Nations staff member was rolled-out during Domestic and Family Violence Prevention Month in May 2022.

Delivery of 28 face-to-face place-based virtual training sessions commenced on 21 February, however, was paused on 25 February due to SEQ Severe Weather event to support the department deliver emergency housing response. The paused sessions will be delivered from 11–27 July 2022. A Working with Difference online resource is being finalised to locate information and resources, including from the training program, to assist staff and WwD Leadership Teams Group with continuous improvement.

Training and professional development of Community Housing Providers and Specialist Homelessness Services is provided by Queensland Peak body for housing and homelessness, Q Shelter, funded by DCHDE. Q Shelter's online platform, The Deck, provides a source of resources and links to events and training, which all housing and homelessness providers and members are able to access, including *Domestic and Family Violence Safely Sustaining Tenancies* training, delivered over three sessions with 241 attendees, a collection of micro-learning videos including an *Introduction to Domestic and Family Violence*, *Introduction the Domestic and Family Violence Toolkit*, *Indicators of Domestic and Family Violence and ways to respond*, *Tenant and worker safety*, *A property manager’s perspective*, *Information and referral pathways*, and *The bystander approach for the prevention of domestic and family violence*. The micro-learning videos were accessed 563 times from July 2021 to May 2022.

DCHDE will implement planned face-to-face virtual training sessions for frontline housing staff deploy an online Working with Difference resource centre to locate and share resources, including case studies, for staff.

As at 31 December 2022 the Minister for Communities and Housing, Minister for Digital Economy and Minister

for the Arts responded:

The Department of Communities, Housing and Digital Economy (DCHDE) through the Specialist Response Team has completed delivery of multi-stage tailored domestic and family violence training during 2021-22. The *Working with Difference* program (WwD training) built on the Trauma-informed Care learning program delivered in 2020-21, with a focus on understanding complex trauma when domestic and family violence experiences intersect with traumas associated with being First Nations, Culturally and Linguistically Diverse, specifically refugee women, and disability. Training approach and content were co-designed with WWILD (Women with Intellectual and Learning Disabilities), Multicultural Australia, Immigrant Women’s Support Service, SARA Program, 99 Steps (specialist CALD DFV service providers) and First Nations Peoples with experience in DFV.

The WwD training has delivered:

- Leadership Capacity Building Session on 17 November 2021 for managers and senior staff to support frontline staff apply and embed learnings from training, including establishing a Working with Difference Leadership Team community of practice to share and exchange information, tactics and ideas to support and embed learnings
- Two self-paced e-learn training modules on Intersectionality and Information Sharing, released on 26 November 2021
- Series of tailored podcast and videos featuring a survivor’s story and information from specialist CALD and Disability services, and First Nations staff member rolled-out during Domestic and Family Violence Prevention Month in May 2022
- 28 full-day face to face place-based virtual workshop sessions in February and July 2022

Evaluation of the WwD training program reported:

- Participation in training was high with almost 800 completing both eLearn modules between November 2021 and March 2022 and 718 staff committing to full-day workshop sessions.
- Significant majority of staff perceived the workshop enhanced their understanding of the experiences and barriers faced by First Nations women (79.1%), women with disability (78.7%) and CALD and refugee women (82.6%)
- 3 out of 4 staff said the training increased their confidence to effectively support First Nations women (75.1%), women with disability (77.0%) and CALD/ refugee woman (76.2%)

- 90.5% of staff agreed or strongly agreed the knowledge gained from eLearn modules would be able to be used in the workplace

Training and professional development of Community Housing Providers and Specialist Homelessness Services is provided by the Queensland Peak body for housing and homelessness, Q Shelter, funded by DCHDE. Q Shelter's online platform, The Deck, provides a source of resources and links to events and training, which all housing and homelessness providers and members are able to access. A collection of micro-learning videos including an *Introduction to Domestic and Family Violence*, *Introduction the Domestic and Family Violence Toolkit*, *Indicators of Domestic and Family Violence and ways to respond*, *Tenant and worker safety*, *A property manager's perspective*, *Information and referral pathways*, and *The bystander approach for the prevention of domestic and family violence*. The micro-learning videos were accessed 776 times from July 2022 to December 2022. In addition, other online resources, including DFV Toolkit were accessed via on Q Shelter's website 284 times.

DCHDE will establish a Working with Difference online resource centre in early 2023 with information and resources from the training, including notes from immersive case studies from the workshops. The WwD Leadership Team community of practice will continue to meet to share and exchange information, tactics and ideas to support and embed learnings.

As at 30 June 2023 the Minister for Housing responded:

The department built on the successful delivery of Working with Difference: Domestic and Family Violence Training (WwD) between November 2021 and July 2022 to establish online resources to enable ongoing focus on trauma-aware and cultural and diversity safe service delivery to people experiencing domestic, family and sexual violence. These comprise:

- dedicated domestic, family and sexual violence cohort page on the Department of Housing's policy, practice and business process online resource centre for staff. This site includes provision of tailored information and practice guidance to support First Nations peoples, people who identify from culturally and linguistically diverse backgrounds, LGBTIQ+ peoples and women with disability. The site also provides guidance on: undertaking screening utilising the Queensland Government's Common Risk and safety Framework, information sharing practices and requirements under the *Domestic and Family Violence Act 2012*, as well as internal and external resources providing guidance on working with specialist and mainstream services to deliver coordinated or integrated service responses.

- dedicated *domestic, family and sexual violence enhancing integrated service response learning resource centre* (DFSV learning resource centre) which includes:
 - the department's bespoke Recognise, Respond and Refer eLearn training modules,
 - WwD e-learn modules on intersectionality (with a focus on First Nations peoples, people from culturally and linguistically diverse backgrounds, and women with disability) and information sharing, victim-survivor podcast and specialist DFV service videos
 - links to Department of Justice and Attorney-General's Integrated Service Response Hub which hosts training on CRASF training videos.
 - a Leaders Support Pack which provides guidance for frontline team leaders and managers to continue to build frontline capacity. The pack includes guidance on supporting staff to access or re-fresh WwD training, building relationships and promoting housing product knowledge with local specialist and mainstream services.

In May 2023 in conjunction with DFV Prevention Month, eight engagement sessions were delivered targeted at frontline managers and team leaders to promote the dedicated online sites (as listed above). The utility of these sites was demonstrated as increasing number of staff joined these sessions based on word of mouth by staff who attended earlier sessions. In response to requests for additional sessions, the department has developed and hosted a video which guides staff through these repositories to enable staff to re-fresh and new staff to learn about these resources.

The Department of Housing will continue to review resources on the dedicated online sites, providing updates where necessary to ensure appropriate information is provided to staff regarding trauma-awareness and trauma-informed practice, the gendered nature of domestic and family violence, common tactics used by perpetrators and culturally appropriate service delivery.

Training and professional development of Community Housing Providers and Specialist Homelessness Services is supported by Q Shelter, the Queensland Peak body for housing.

- Q Shelter's website and online platform, the Deck, is a resource hub for the housing and homelessness sector and provides tools, resources and links to events and training for housing and homelessness providers and members.
- A Domestic and Family Violence e-learning program went live in June 2023, inviting learners to engage with interactive content and materials to consolidate and increase their understanding of domestic and family violence. Participants are guided on how to apply learnings to better understand their unique role in responding

		<p>to DFV as part of a whole-of-community response and ultimately how to improve outcomes for tenants impacted by domestic and family violence.</p> <ul style="list-style-type: none"> In 2022-2023, DFV related online resources were accessed 648 times. A collection of DFV related micro-learning videos, including on topics such as DFV and tenancies, bystander approaches and indicators of DFV were played 406 times by 268 unique users. <p>The Department of Housing will continue to work with Q Shelter to ensure appropriate resources are provided to support the community housing providers and specialist homelessness services sector to effectively respond to Queenslanders experiencing DFV.</p> <p>The Department of Housing's response is completed and incorporated into business as usual practices.</p>
<p>Recommendation 2</p> <p>That the Queensland Government consider, as a matter of priority, how domestic and family violence training can be delivered to all frontline Queensland Health workers, to effectively and sustainably build and maintain domestic and family violence literacy across the secondary and tertiary healthcare systems.</p>	<p>Queensland Health</p>	<p>The recommendation is accepted.</p> <p>On 9 December 2021 the Minister for Health and Ambulance Services and Leader of the House responded:</p> <p>Queensland Health is rolling out the Domestic and Family Violence Specialist Health Workforce Program (the program) across the state. The primary functions of the program are to build capacity within hospitals and health services to respond safely and appropriately to domestic and family violence suspicions and disclosures. Capacity building will occur through the development and delivery of locally-tailored training opportunities that are accessible by frontline health clinicians across facilities and clinical streams. The program will be externally evaluated and supported by a central coordinator and a community of practice.</p> <p>From early 2021 Queensland's 16 hospitals and health services commenced recruitment to newly established domestic and family violence specialist health clinician roles. Hospitals and health services are at different stages of implementation of the program establishment with some hospitals and health services experiencing greater impacts from the COVID-19 pandemic than others and with remote hospitals and health services experiencing challenges in attracting skilled staff. A majority of hospitals and health services across the state have however recruited to the new roles and initiated consideration of the information/training needs of local clinicians. Additionally, a number of hospitals and health services have begun to augment Queensland Health's existing domestic and family violence Toolkit of Training Resources to local needs, and the delivery of training has begun.</p> <p>In July 2021, West Moreton Hospital and Health Service appointed to the domestic and family violence central coordinator role, and a service mapping exercise was undertaken and a survey to support the development of the community of practice terms of reference. In July, the community of practice also met informally, followed in August</p>

by an orientation forum where members were provided with an overview of the whole-of-government domestic and family violence reform program, and Queensland Health's existing and emerging reform commitments were discussed. In September, the community of practice convened its first formal meeting.

The community of practice terms of reference is scheduled for finalisation and endorsement by December 2021. The community of practice will support the hospitals and health services to share resources, protocols, practice approaches and to facilitate statewide reporting of data on the delivery of domestic and family violence training.

On 6 June 2022 the Minister for Health and Ambulance Services responded:

Queensland Health progressed roll out of the Domestic and Family Violence (DFV) Specialist Health Workforce Program (the program) across Queensland Health's secondary and tertiary health care system. Of the 16 hospital and health services, 14 have recruited DFV specialist health clinician roles to the Program with recruitment finalised in four hospital and health services in November 2021 and one hospital and health service in February 2022. Due to difficulties in the recruitment and retention of staff in rural and remote areas, one hospital and health service is developing a plan to implement the program.

During this period there was some delay in the delivery of domestic and family violence training resulting from COVID-19 outbreaks limiting the capacity of the frontline workforce to participate in training opportunities. In these circumstances, a number of hospital and health services have focused on building links to the broader domestic and family violence service system and on a range of systemic cultural change activities. Many hospital and health services initiated engagement with the non-government organisation sector and other government departments participating in or developing a local integrated service response (in locations where high risk teams and integrated service responses had not previously existed). A number of hospital and health services developed local agency plans for implementation of the Program. Some hospital and health services continued to provide training to staff and noted that COVID-19 waves impacted significantly on the health workforce and were barriers to building and maintaining domestic and family violence literacy.

Terms of reference for the domestic and family violence community of practice were accepted at a meeting in October 2021 and meetings are set for the next 12 months. The community of practice agreed to suspend new training opportunities for community of practice members until July 2022 due to COVID-19 impacts on the health system and to focus on sharing information and resources and collaborative development of training content and practice guidance.

Led by Metro South Hospital and Health Service, the domestic and family violence community of practice identified a

		<p>need for development of a capability framework to define common Queensland Health domestic and family violence behaviours, skills and knowledge, and the need for professional supervision and/or peer support for domestic and family violence clinicians. The community of practice commenced work to develop a domestic and family violence telehealth statewide guideline for all clinicians that use telehealth.</p> <p>Noting continued reduction in capacity of the health workforce to participate in training resulting from COVID-19 outbreaks since the Queensland and international borders were opened in mid-December 2021, hospital and health services will focus on continuing to deliver domestic and family violence training to its frontline workforce. The Domestic and Family Violence Specialist Health Workforce Program Community of Practice and the Department of Health will continue to work together to understand barriers of staff accessing training, and identifying solutions to the issues as a group and at the local hospital and health service level. The domestic and family violence capability framework for the health workforce requires additional resourcing to progress beyond an initial consultation draft. Other projects designed to support safe and useful responses to domestic and family violence in the secondary and tertiary health systems will be progressed, including a program of professional supervision/peer support and consultative development of a domestic and family violence telehealth statewide guideline.</p> <p>As at 31 December 2022 the Minister for Health, Mental Health and Ambulance Services and Minister for Women responded:</p> <p>Queensland Health has continued to deliver the Domestic and Family Violence Specialist Health Workforce Program (the program) across the state. The program has continued to build capacity within hospitals and health services to respond safely, sensitively and effectively to suspicions and disclosures of domestic and family violence. Capacity building has progressed through the development and delivery of locally-tailored training opportunities that are accessible to frontline health clinicians across facilities and clinical streams. The program continued to be supported by the central coordinator and community of practice.</p> <p>Domestic and Family Violence specialist health clinician roles were recruited to all 16 Hospital and Health Services. There continued to be a delay in the delivery of domestic and family violence training due to ongoing COVID-19 outbreaks impacting the frontline workforce's capacity to participate in training. Between July 2021 and June 2022 there were 358 training sessions offered across the Hospital and Health Services with 5095 staff trained. In 2022 the average time per face-to-face training session was 30 to 60 minutes per session.</p>
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<p>Recommendation 3 The Queensland Government, as a matter of priority, review and enhance domestic and family violence training and resources to ensure that all frontline Queensland Health workers, particularly those in the areas of sexual health, mental health and alcohol and other drug services, understand domestic and family violence perpetrator tactics, complex trauma presentations, and the link between suicidality and experiences of domestic and family violence.</p>	<p>Queensland Health</p>	<p>The recommendation is accepted.</p> <p>On 9 December 2021 the Minister for Health and Ambulance Services and Leader of the House responded:</p> <p>Queensland Health is rolling out the Domestic and Family Violence Specialist Health Workforce Program (the program) across the state. The primary functions of the program are to build capacity within hospitals and health services to respond safely and appropriately to domestic and family violence suspicions and disclosures. Capacity building will occur through the development and delivery of locally-tailored training opportunities that are accessible by frontline health clinicians across facilities and clinical streams. The program will be externally evaluated and supported by a central coordinator and a community of practice.</p> <p>In August 2021 an orientation forum was held with the newly established community of practice which currently includes all of the newly appointed domestic and family violence specialist clinicians and their clinical leads from hospitals and health services across Queensland. The forum covered a range of topics relating to Queensland Health’s domestic and family violence service system reform obligations and provided an overview of the priorities moving forward, including the Queensland Government’s recent commitments to:</p> <ul style="list-style-type: none"> • update Queensland Health’s domestic and family violence toolkit of training resources to include information to support understanding of perpetrator tactics, the impacts of relational trauma and the links between suicidality and experiences of domestic and family violence • prioritise the delivery of domestic and family violence training to the frontline workforce in sexual health and mental health and alcohol and other drug services.

The domestic and family violence specialist health workforce program community of practice and the Department of Health will work together to consult with clinical and other stakeholders on the development and incorporation of content covering the priority topics for incorporation into the domestic and family violence toolkit of training resources. Noting that Queensland Health’s clinical and frontline mental health and alcohol and other drug service workforce consists of many thousands of people and that the workforce is highly mobile, hospitals and health services will prioritise the delivery of training to these clinical areas during 2021-22 and 2022-23.

On 6 June 2022 the Minister for Health and Ambulance Services responded:

Queensland Health progressed roll out of the Domestic and Family Violence Specialist Health Workforce Program (the Program) across the state. Of the 16 hospital and health services, 14 have recruited domestic and family violence specialist health clinician roles to the program with recruitment finalised in four hospital and health services in November 2021 and one hospital and health service in February 2022. Due to difficulties in the recruitment and retention of staff in a rural and remote areas, one hospital and health service is developing a plan to implement the program.

Expressions of interest were called from the Domestic and Family Violence Community of Practice with six to 10 expressions of interest expressed by members to participate in each working group to develop identified content areas for the Queensland Health Toolkit of resources and training package including:

- common perpetrator tactics
- trauma aware and informed practice
- suicidality links to mental health and alcohol and other drugs
- evaluation advisory group to guide and drive initial evaluation activities.

The Common Perpetrator Tactics working group has been convened with draft resources developed including PowerPoint training slides, case scenario and facilitator notes, fact sheet for clinicians, identification of perpetrators in health records component.

Next steps on the program of work are expected to continue to be impacted by the demands of COVID-19 on the Queensland health system. However, it is planned that the common perpetrator tactics resources and training materials will be finalised by mid-2022 and working groups will commence to consider resources and training materials for trauma aware and informed practice, suicidality links to mental health and alcohol and other drugs, as well as the evaluation advisory working group. All materials developed will be consulted with the broader Queensland Health domestic and family violence workforce and other relevant stakeholders.

As at 31 December 2022 the Minister for Health, Mental Health and Ambulance Services and Minister for Women responded:

Queensland Health continued to deliver the Domestic and Family Violence Specialist Health Workforce Program (the program) across the state. The program has continued to build capacity within hospitals and health services to respond safely, sensitively and effectively to suspicions and disclosures of domestic and family violence through delivery of the Toolkit of training resources. The Toolkit contains specific information on:

- Trauma-awareness and trauma-informed practice
- The gendered nature of domestic and family violence
- Culturally appropriate service delivery.

The Common perpetrator tactics draft resources including PowerPoint training slides, case scenario and facilitator notes, fact sheet for clinicians, and identification of perpetrators in health records component were further refined and consulted on with the Common perpetrator tactics working group, a sub-group of the Domestic and Family Violence Specialist Health Workforce Program Community of Practice.

The Domestic and Family Violence Specialist Health Workforce Program Community of Practice and the Department of Health continued to work together to develop a work plan for consulting with clinical and other stakeholders on the further development and incorporation of content covering the priority topics for inclusion in the Toolkit of training resources. New content on the common tactics used by perpetrators was refined and clinicians commenced applying the resources at a local level. Expressions of interest were also sought for representatives to form a working group to commence research and development of the resources for trauma aware and suicide links.

Priority clinical areas for domestic and family violence training have included those providing services in sexual health, mental health and alcohol and other drugs.

As anticipated, progress on implementation of this recommendation was impacted by the demands of COVID-19 on the Queensland health system.

A process of continuous improvement will be applied to the Queensland Health Toolkit of resources as an objective of the Domestic and Family Violence Specialist Health Workforce Program clinicians in collaboration with the Department of Health, and as identified in other strategic drivers, specifically the Women's Safety and Justice Taskforce *Hear Her Voice – Report One* (Recommendation 24), *Queensland Government Fourth Action Plan of the*

		<p><i>Domestic and Family Violence Prevention Strategy 2022-23 to 2025-26</i>, and the Queensland Audit Office report <i>'Keeping people safe from domestic and family violence'</i>. In line with these drivers, in 2023, training and resources on perpetrator tactics will be incorporated into the Toolkit of resources, and development of resources on complex trauma presentations and the link between suicidality and experiences of domestic and family violence will commence.</p>
<p>Recommendation 4</p> <p>The Queensland Government request that universities and peak professional bodies incorporate evidence-based domestic and family violence education into professional undergraduate courses in key frontline areas, such as psychology, social work, law, criminology and health.</p>	<p>Department of Justice and Attorney-General</p>	<p>The recommendation is accepted.</p> <p>As at 30 June 2022 the Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence responded:</p> <p>In response to the Board's Recommendation 9 from their 2016-17 Annual Report, the Queensland Government liaised with relevant peak bodies to recommend ongoing domestic and family violence (DFV) awareness training for registered practitioners. This recommendation seeks to take that work to the next stage, by ensuring that students receive relevant education before they commence practice in areas such as psychology, social work, law, criminology and health.</p> <p>In response to this recommendation, the Honourable Shannon Fentiman MP, Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence has corresponded with Queensland universities and, through the Department of Justice and Attorney-General (DJAG), will work with them to consider appropriate mechanisms to incorporate evidence-based DFV education in undergraduate courses in areas such as psychology, social work, law, criminology and health. DJAG will work collaboratively with universities to ensure students undertaking relevant qualifications receive appropriate education to further support DFV prevention and intervention.</p> <p>DJAG will establish a Minister-led working group with relevant Queensland universities to ensure they incorporate evidence-based DFV education into their relevant undergraduate courses.</p> <p>As at 31 December 2022 the Attorney – General and Minister for Justice, Minister for the Prevention of Domestic and Family Violence, and Leader of the House responded:</p> <p>The Department of Justice and Attorney-General (DJAG) is committed to working collaboratively with higher education providers and industry-led training bodies to embed domestic and family violence knowledge in frontline areas with further implementation of this recommendation being informed by relevant reforms underway in response to the recommendations of the Women's Safety and Justice Taskforce.</p>

		<p>DJAG will continue its engagement with Queensland tertiary institutions in the first half of 2023 to implement this recommendation.</p> <p>As recognised by the Board, a broad range of professions can and do assume an important role in identifying harm and intervening early to prevent escalation of abuse. DJAG will work with tertiary institutions to establish and convene a working group to embed knowledge and prevention of domestic, family and sexual violence within tertiary studies, and explore opportunities to translate domestic and family violence research into Queensland Government policy and practice.</p> <p>DJAG will continue to advocate nationally for high-quality workforce development and training for key frontline areas through mechanisms such as the forthcoming Action Plan under the <i>National Plan to End Violence Against Women and Children 2022-32</i>.</p>
<p>Recommendation 5</p> <p>The Queensland Government increase the awareness and consistent use of the existing information sharing provisions in Part 5A of the <i>Domestic and Family Violence Protection Act 2012</i> by all agencies empowered to share or receive information under the Act. The Queensland Government should:</p> <p>a. ensure that all prescribed entities under the Act have internal guidelines, processes and procedures in place regarding the existing information sharing provisions to support and promote their use in relevant circumstances, and that the information sharing provisions are incorporated into existing training for frontline officers.</p>	<p>Department of Justice and Attorney-General</p>	<p>The recommendation is accepted.</p> <p>The Queensland Government’s response to this recommendation is implemented.</p> <p>As at 30 June 2022 the Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence responded:</p> <p>Through the Integrated Service Response Multi-agency Work Plan led by the Department of Justice and Attorney-General (DJAG), agencies involved in delivering integrated service responses have taken steps to align their internal information sharing policies, procedures and practices with the <i>Domestic and family Violence Protection Act 2012</i>. Agencies have delivered internal training to staff and developed resource materials to guide decision-making around information sharing.</p> <p>Building on these achievements, agencies are now working through the new Integrated Service Systems Oversight Committee (the multi-agency governance group responsible for overseeing and strengthening Queensland’s integrated service response) to review and update the DFV Information Sharing Guidelines to increase awareness, understanding and consistent use of the DFV information sharing legislation and provisions. This also delivers on the Queensland Government’s commitment to support recommendation 20 of the Women’s Safety and Justice Taskforce first report, <i>Hear her voice - Report 1: Addressing coercive control and domestic and family violence in Queensland</i> (the Taskforce report), released on 2 December 2021, which supports this recommendation and encourages the Government to implement this recommendation as a priority.</p> <p>Through the new Integrated Service Systems Action Plan, the Integrated Service Systems Oversight Committee will review and update the DFV Information Sharing Guidelines to increase awareness, understanding and consistent use</p>

<p>b. explore opportunities to ensure that non-government organisations who are empowered to share or receive information under Part 5A of the Act have processes and procedures in place regarding information sharing.</p> <p>c. develop standardised processes and procedures that can be provided to organisations as a template for adoption within their organisation and supported by relevant training.</p> <p>d. liaise with the relevant peak professional bodies of services who are empowered to share information under Part 5A of the Act, such as family lawyers, psychologists and GPs, and ask that they promote the use of these provisions to their membership, in appropriate circumstances.</p>		<p>of the DFV information sharing legislation and provisions. Revised DFV Information Sharing Guidelines are expected to be completed by June 2023.</p> <p>As at 31 December 2022 the Attorney – General and Minister for Justice, Minister for the Prevention of Domestic and Family Violence, and Leader of the House responded:</p> <p>Through the (former) Integrated Service Response Multi-agency Working Group, led by the Department of Justice and Attorney-General (DJAG), agencies involved in delivering integrated service responses have taken steps to ensure internal information sharing policies, procedures, practices and guidelines clearly articulate agencies’ roles and responsibilities for information sharing under the <i>Domestic and family Violence Protection Act 2012</i>. Agencies have delivered training to staff and developed resource materials to guide decision-making around information sharing. DJAG continues to work with non-government organisations to help them understand what the information sharing provisions mean for them and to develop and enact appropriate processes and procedures. This includes through the activities in the Integrated Service System Training Strategy, such as the Common Risk and Safety Framework Roadshow and promotion of the Integrated Service Systems Training Hub.</p> <p>Recognising that further work could be done to increase the awareness and consistent use of the existing information sharing provisions, DJAG is leading work through the Integrated Service Systems Oversight Committee (ISSOC) (the multi-agency governance group responsible for overseeing and strengthening Queensland’s integrated service response) to review the DFV Information Sharing Guidelines. This will deliver on recommendation 20 of the Women’s Safety and Justice Taskforce first report, which relates to a review of the Domestic and Family Violence Information Sharing Guidelines.</p>
<p>Recommendation 6</p> <p>That the Queensland Government conduct a system-wide review of the impact of the responses to the COVID-19 pandemic on victims of domestic and family violence and consider maintaining any service delivery adaptations that have</p>	<p>Department of Justice and Attorney-General</p>	<p>The recommendation is accepted.</p> <p>The Queensland Government’s response to this recommendation is implemented.</p> <p>As at 30 June 2022 the Attorney-General, Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence responded:</p> <p>The Department of Justice and Attorney-General (DJAG) is continuously monitoring and engaging with the domestic and family violence (DFV) sector to understand the ongoing impact of COVID-19 on victims, perpetrators and service</p>

<p>improved safety for victims and their children.</p>		<p>providers, and what service delivery adjustments or innovations may have longer-term benefits. DJAG continues to liaise with other relevant agencies to enable a system-wide understanding of the impacts of the responses to COVID-19 on victims of DFV. A formal evaluation of a new online perpetrator intervention program trial, which was implemented during COVID-19, has been completed. A range of COVID-19 related adjustments to the Keeping Women Safe in their Homes initiative have been built into ongoing service delivery to ensure these remain fluid and flexible.</p> <p>DJAG also led Queensland’s input to the Australian Institute of Health and Welfare’s national report on the impact of COVID-19 on domestic, family and sexual violence service responses, which was published in December 2021. The outcomes of this report will be considered for relevance to ongoing implementation of this recommendation as part of business as usual.</p> <p>DJAG will continue to monitor the impact of COVID-19 and service delivery adjustments on the sector, particularly in terms of adoption of best practice. This work will transition to business as usual.</p>
<p>Recommendation 7 That the Queensland Government review the mechanisms through which prisoners subject to a domestic violence protection order may contravene these orders while in custody in Queensland correctional centres, such as through the Prisoner Telephone System, mail and visits, with a view to identifying and addressing existing gaps that allow this to occur.</p>	<p>Queensland Corrective Services</p>	<p>The recommendation is accepted.</p> <p>The Queensland Government’s response to this recommendation is implemented.</p> <p>On 7 March 2022 the Minister for Police and Corrective Services and Minister for Fire and Emergency Services responded:</p> <p>Queensland Corrective Services is committed to the prevention and elimination of domestic and family violence by holding perpetrators to account for their actions.</p> <p>Queensland Corrective Services will review its existing policies to minimise risk of prisoners contravening domestic and family violence orders while in Queensland correctional centres and consider whether any additional measures (including legislative amendments) are required to better protect victims of domestic and family violence from being re-victimised by prisoners.</p> <p>Queensland Corrective Service is considering options for legislative amendments to protect victims of domestic and family violence from being re-victimised by prisoners.</p> <p>Queensland Corrective Services continues to investigate technical system enhancements and improve information sharing processes, including to support the Parole Board Queensland’s decision making through information and intelligence.</p> <p>Queensland Corrective Services will consider options for legislative amendments, investigate technical system enhancements, and improve information sharing between stakeholders to minimise the risk of prisoners contravening domestic and family violence orders while detained in a Queensland corrective services facility.</p>

		<p>On 6 May 2022 the Minister for Police and Corrective Services and Minister for Fire and Emergency Services responded:</p> <p>Queensland Corrective Services is in the process of reviewing and amending existing operational policies to ensure considerations are in place to reduce the risk of prisoners contravening domestic and family violence orders.</p> <p>Queensland Corrective Services will continue to consider options for legislative amendments to minimise the risk of prisoners contravening domestic and family violence orders while detained in a Queensland corrective services facility. Legislative amendments will be informed by the work of the Women’s Safety and Justice Taskforce, both the first and second report, once finalised.</p> <p>On 31 December 2022 the Minister for Fire and Disaster Recovery and Minister for Corrective Services responded:</p> <p>Queensland Corrective Services (QCS) has</p> <ul style="list-style-type: none"> - Reviewed and amended relevant operational policies in an attempt to reduce the risk of prisoners contravening domestic and family violence orders using the prisoner telephone system; - Published the policy ‘Domestic and Family Violence Consent and information Sharing’ to ensure that QCS) complies with statutory requirements regarding domestic and family violence information sharing provisions contained in Part 5A of the Domestic and Family Violence Prevention Act 2012 (the Act); and - QCS has implemented technical changes to the Integrated Offender Management System to display domestic and family violence court results and enable officers to act upon them. <p>QCS will undertake further consideration of legislative amendments to the <i>Corrective Services Act 2006</i> to minimise the risk of prisoners perpetrating domestic and family violence via telecommunication systems while detained in a Queensland corrective services facility.</p>
<p>Recommendation 8</p> <p>That the Queensland Government ask a suitable body, such as the Queensland Sentencing Advisory Council or the Queensland Law Reform Commission, to examine and provide advice on options to improve supervision and monitoring of</p>	<p>Department of Justice and Attorney-General</p>	<p>The recommendation is accepted.</p> <p>The Queensland Government’s response to this recommendation is implemented.</p> <p>As at 30 June 2022, the Attorney-General Minister for Justice Minister for Women and Minister for the Prevention of Domestic and Family Violence and the Minister for Police and Corrective Services and Minister for Fire and Emergency responded:</p>

<p>high risk and recidivist perpetrators of domestic and family violence.</p>	<p>Queensland Corrective Services</p> <p>Queensland Police Service</p>	<p>The government notes that this issue has been examined by the Women’s Safety and Justice Taskforce (Taskforce). The Taskforce was established to independently examine and report on its findings in relation to:</p> <ul style="list-style-type: none"> • how best to legislate against coercive control as a form of domestic and family violence and the need for a new offence of ‘commit domestic violence’; • other areas of women’s experience in the criminal justice system. <p>On 2 December 2021, the Taskforce released its first report, Hear her voice – Report 1: Addressing coercive control and domestic and family violence in Queensland (report). The report makes 89 recommendations about reforms to the domestic and family violence service and justice reform, as well as setting out a four-phase plan for the implementation of these recommendations.</p> <p>Recommendation 72 in Chapter 3.8 of the report, which contains recommendations for immediate legislative reform against coercive control, is that the Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence (Attorney-General) invite the Legal Affairs and Safety Committee to consider reviewing and investigating the operation of the Dangerous Prisoners (Sexual Offenders) Act 2003 (DPSO Act). The recommendation states that the review and investigation could examine the effectiveness of the operation of the current scheme and whether it should be expanded to dangerous violent offenders. In relation to this recommendation, the report notes that if the DPSO Act was widened to apply to serious violent offenders this would include offenders convicted of offences that are not domestic violence offences committed against women and girls, taking the issue beyond the Taskforce’s terms of reference.</p> <p>Recommendation 80 in Chapter 3.9 of the report, which contains recommendations for a second stage of legislative reforms against coercive control, is that the Attorney-General progress amendments to the Penalties and Sentences Act 1992 to establish a new post-conviction supervision and rehabilitation order for serious domestic and family violence offenders. The recommendation states that legislation to establish the order should be introduced to Parliament in 2023, following the implementation of essential service system reforms recommended by the Taskforce as part of its report.</p> <p>Recommendation 81 of the report, also contained in Chapter 3.9, is that the Attorney-General progress new standalone legislation to establish a non-publicly disclosable register of serious and high-risk domestic and family violence offenders to be jointly administered by the Attorney-General and the Minister for Police and Corrective Services and Minister for Fire and Emergency Services. The report states that the register should be established simultaneously with the new post-conviction civil supervision and rehabilitation order. The Taskforce did not recommend the creation of a publicly</p>
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		disclosable register, noting the potential for misuse of information, as well as significant human rights concerns raised by stakeholders and the experience elsewhere that such a register can give women a false sense of security.
<p>Recommendation 9</p> <p>That the Queensland Government develop a standalone, system-wide strategy for responding to all perpetrators of domestic and family violence, regardless of their level of risk, with a focus on early detection, intervention, accountability and prevention. Any strategy should:</p> <p>a. consider the need for legislative and policy reforms to enhance mechanisms to hold perpetrators to account across a range of government and non-government services, including specialist domestic and family violence services, police, court services, corrections, child protection services and public and private health and mental services;</p> <p>b. include measures to support early intervention, prevention and the accessibility and availability of perpetrator intervention programs and other programs or services addressing co-occurring issues such as mental health, harmful substance use and/or homelessness;</p>	<p>Department of Justice and Attorney-General</p> <p>Queensland Health</p> <p>Queensland Corrective Services</p> <p>Queensland Police Service</p> <p>Department of Children, Youth Justice and Multicultural Affairs</p>	<p>The recommendation is accepted.</p> <p>As at 30 June 2022, the Attorney-General Minister for Justice Minister for Women and Minister for the Prevention of Domestic and Family Violence, Minister for Health and Ambulance Service, Minister for Police and Corrective Services and Minister for Fire and Emergency, Minister for Children and Youth Justice and Minister for Multicultural Affairs responded:</p> <p>Continuing to address and strengthen responses to perpetrators to lower the incidence and severity of domestic and family violence (DFV) is a priority for the Queensland Government, and significant work has been undertaken in this area since the release of the <i>Not Now, Not Ever</i> report, including a more than doubling of funding for perpetrator intervention programs since 2015-16.</p> <p>It is acknowledged that concerted, long-term effort across government is required to fully address the intent of this recommendation, including both specific DFV perpetrator interventions and services to address co-occurring issues such as mental health, harmful substance use and/or homelessness.</p> <p>The Department of Justice and Attorney-General (DJAG), with support from relevant agencies, has committed to the development of a strategic, long-term framework to guide the Queensland Government’s work in strengthening responses to all perpetrators of DFV. This will align with the <i>Domestic and Family Violence Prevention Strategy 2016-26</i> and its action plans.</p> <p>Implementation of this recommendation is being undertaken in alignment with the Government Response to the Women’s Safety and Justice Taskforce’s first report, <i>Hear her voice: Addressing coercive control and domestic and family violence in Queensland</i>, in particular recommendations 25, 26, 27, 28, 29, 30 and 37 which relate closely to the intent of this recommendation. The Taskforce report notes that those recommendations should respond to and incorporate implementation of this recommendation.</p> <p>Work to commence the formal response to this recommendation through development of a new whole-of-government strategic framework for perpetrators is planned to commence in the second half of 2022, together with the commencement of implementation of relevant Taskforce recommendations.</p>

<p>c. be informed by research and the outcome of the advice referred to in Recommendation 8; and</p> <p>d. be developed in consultation with specialist support services, Elders and Aboriginal and Torres Strait Islander communities, and other stakeholders, to ensure there are no unintended consequences.</p>	<p>As at 31 December 2022, the Attorney-General Minister for Justice Minister for Women and Minister for the Prevention of Domestic and Family Violence, Minister for Health and Ambulance Service, Minister for Fire Disaster Recovery and Minister for Corrective Services, the Queensland Police Service and the Department of Child Safety, Seniors and Disability Services responded:</p> <p>Development of the Strategy was delayed to allow the Women’s Safety and Justice Taskforce (The Taskforce) to deliver its findings and to ensure a robust strategy is developed, including taking into account the voices and experiences of victim-survivors, DFV support services and advocates. As a result, implementation of this recommendation is being undertaken in alignment with the Government Response to the Taskforce Report One, Hear her voice: Addressing coercive control and domestic and family violence in Queensland, in particular recommendations 25, 26, 27, 28, 29, 30 and 37 which relate closely to the intent of this recommendation. A jurisdictional analysis has been completed, identifying that there are no comparable strategies in other Australian jurisdictions or internationally.</p> <p>Consultation with key external stakeholders and across government is planned for mid-2023 to confirm the proposed content and identify appropriate measures for inclusion. It is anticipated that the strategy will be considered by Government in the second half of 2023.</p>
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