

Domestic and family violence

The steps you can take

Easy Read guide



**Queensland
Government**

How to use this guide



The Queensland Government wrote this guide.

When you see the word 'we', it means The Queensland Government.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

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

This means the letters are thicker and darker.

We explain what these words mean.



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



You can visit the website at

www.qld.gov.au/neverokay



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.



This guide is very long.

It has a lot of information.



You don't have to read the whole guide.

You can just read the parts that could help you.



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



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



You can find their contact details on page 35.



You can find more information on our website.

www.qld.gov.au/neverokay

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What is domestic and family violence?



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



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



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

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



- boyfriend, girlfriend or partner



- husband or wife.

It can happen:



- in your romantic relationship now



- after a romantic relationship ends.



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



This could mean a:

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

You can also have a family relationship with your:



- other relatives
- kin
- stepfamily.



Your kin are people you call your family.



Your stepfamily are people you are related to by marriage.



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



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



They can be:

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



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



Domestic and family violence is never ok.



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



Violence is when someone hurts your body.



Abuse is when someone treats you badly.



You can learn more about domestic and family violence on our website.

www.qld.gov.au/neverokay



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

You can talk to:



- the police



- domestic and family violence services



- someone you trust.

If you are in danger now:



- call TripleZero

000



- ask for the police.



If you can't make a phone call because you aren't safe, you can contact the police online.



www.police.qld.gov.au/reporting



There are other steps you can take.



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

The steps you can take



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

Talk to someone you trust



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



They will listen to you.



They can give you advice.

These services can be:



- organisations



- individuals, like your doctor.

These services include:



- DVConnect Womensline



- WWILD



- 1800RESPECT.



You can find more information about these services on page 35.



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



When something is accessible, everyone can use it.

These women can be:



- women with disability



- Aboriginal and Torres Strait Islander women



- women who speak or read languages other than English



- women from different backgrounds and **cultures**.

Your culture is:



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



You can find information about services for Aboriginal and Torres Strait Islander women on page 51.



You can find information about services for women from different backgrounds and cultures on page 54.



The Queensland Government has a form you can use to find support in your local area.



www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/find-local-support

Find a disability advocacy organisation

A disability advocacy organisation can:



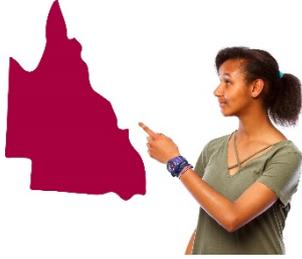
- support you
- speak up for you
- help protect your **rights**
- give you information and advice.



Rights are rules about how everybody should be treated.



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



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

They include:



- Queensland Advocacy Inc (QAI)



- Aged and Disability Advocacy Australia.



You can find more information about these services on page 42.

Make a safety plan

A safety plan can help you:



- feel safe



- when you are at risk of domestic and family violence.

A safety plan can help you:



- stay safe in your relationship



- stay safe when you want to leave a relationship



- leave your home when you experience domestic and family violence.

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



- 1800RESPECT



- DVConnect Womensline.



You can find more information about these services on page 35.

They can support you if you need:



- support to communicate



- support to move or get around



- special care.

Find a safe place to stay



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



You might stay with someone you know and trust.



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



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



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



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



People who are homeless do not have a home.

They must find a place to sleep each night.



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



- DVConnect Womensline



- Homeless Hotline.



You can find more information about these services on page 44.

Protect your children



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

They include:



- DVConnect Womensline



- Family and Child Connect.



You can find more information about these services on page 35 and page 45.



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



These people can be:

- doctors
- nurses
- teachers.

Find a safe place for your pets

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



- relationship
- partner
- home.



It might be hard to take your pets with you.



There are services to help:

- you
- your pets.

They include:



- RSPCA Queensland



- Pets in Crisis.



You can find more information about these services on page 46.

Get help with money



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



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



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



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

There is information about safety planning on page 18.



There are services that can help you.

They include:



- Women's Legal Service Queensland



- National Debt Helpline



- Victim Assist Queensland.



You can find more information about these services on page 47.



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



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



www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment-extreme-circumstances-family-and-domestic-violence



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



www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay



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



www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime/financial-assistance

Report domestic and family violence



You can report domestic and family violence.

If you are in danger now:



- call TripleZero

000



- ask for the police.



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



13 14 44



www.police.qld.gov.au/reporting

Get legal help



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

They include:



- Victim Assist Queensland



- Legal Aid Queensland



- Community Legal Centres Queensland



- Women's Legal Service Queensland.



You can find more information about these services on page 49.

Support for Aboriginal and Torres Strait Islander women

It's important you get supports that respect your:



- culture



- needs.



There are services that are culturally safe.



You can find more information about these services on page 51.

They include:



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



- Aboriginal and Torres Strait Islander Legal Service (ATSILS)



- Queensland Indigenous Family Violence Legal Service (QIFVLS)



- Gallang Place.

Support for women from different cultures



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

They include:



- AMPARO Advocacy



- Immigrant Women's Support Services (IWSS)



- Refugee and Immigration Legal Services (RAILS).



You can find more information about these services on page 54.

Staying safe online



There are things you can do to stay safe online.

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



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



www.qld.gov.au/help/tips-to-browse-safely-online



www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence/how-can-i-stay-safe/how-can-i-safely-use-technology/technology-safety-planning

The eSafety Commissioner has information about:



- staying safe online
- keeping your information private.



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



www.esafety.gov.au/women/domestic-family-violence

Services that can help you

DVConnect Womensline



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



This includes women in Queensland:

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



1800 811 811



24 hours a day

7 days a week



www.dvconnect.org/womensline

WWILD

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



- domestic and family violence



- **sexual abuse.**

An intellectual disability affects how well you can:



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

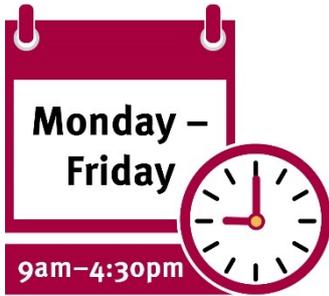
Sexual abuse is when someone



- makes you do sexual things you don't want to do
- does something sexual to you that you don't want them to do.



(07) 3262 9877



9am – 4:30pm

Monday to Friday



www.wwild.org.au

1800RESPECT



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



1800 737 732



Online chat

chat.180orespect.org.au



24 hours a day

7 days a week



www.180orespect.org.au



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

www.180orespect.org.au/sunny



You can download Sunny to your phone or tablet.

Sunny can help you:



- find people who can help you



- know what your **rights** are.



Rights are rules about how everybody should be treated fairly.

Sexual Assault Helpline



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



1800 010 120



7:30am – 11:30pm

7 days a week



www.dvconnect.org/sexual-assault-helpline

Victim Assist Queensland (VAQ)



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



1300 546 587



9am – 5pm

Monday to Friday



victimassist@justice.qld.gov.au



firstnationspeople@justice.qld.gov.au



www.qld.gov.au/law/crime-and-police/victim-assist-queensland

Disability advocacy organisations

Queensland Advocacy Inc (QAI)



QAI speak up for people with disability.



(07) 3844 4200



9:00am – 5:00pm

Monday to Friday



www.qai.org.au

Aged and Disability Advocacy (ADA) Australia

ADA Australia is an advocacy organisation that supports:



- older people
- people with disability.



1800 818 338

(07) 3637 6000



9am-4pm

Monday to Friday



www.adaaustralia.com.au

Services that can help you find a safe place to stay

Ask Izzy



Ask Izzy is a website where you can search for:

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



askizzy.org.au

Homeless Hotline



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



1800 474 753



www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld

Services that can help protect your children

Family and Child Connect



13 32 64



familychildconnect.org.au

Services that can keep your pets safe

RSPCA Queensland



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



You will have to pay for this service.



www.rspcaqld.org.au

Pets in Crisis



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



www.dvconnect.org/home/pets-in-crisis

Services that can help you with money



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

There is information about safety planning on page 18.

Women's Legal Service Queensland



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



1800 957 957



9:00am – 3:00pm

Monday to Friday



wlsq.org.au

National Debt Helpline



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



1800 007 007



ndh.org.au

Penda



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

penda-app.com



You can download Penda to your phone or tablet.

Services that can give you legal help

Legal Aid Queensland



1300 651 188



www.legalaid.qld.gov.au/Get-legal-help

Community Legal Centres Queensland



(07) 3392 0092



communitylegalqld.org.au

Women's Legal Service Queensland



1800 957 957



9:00am – 3:00pm

Monday to Friday



wlsq.org.au

Services for Aboriginal and Torres Strait Islander women

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



ATSIDNQ helps Aboriginal and Torres Strait Islander women with disability.



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



- connect with each other
- share their experiences



ATSIDNQ can help you find domestic and family violence services.



1800 718 969



info@atsidnq.com.au



www.atsidnq.com.au

Aboriginal and Torres Strait Islander Legal Service (ATSILS)



1800 012 255



www.atsils.org.au

Queensland Indigenous Family Violence Legal Service (QIFVLS)



1800 887 700



www.qifvls.com.au

Gallang Place



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



(07) 3899 5041



8:30am-4:30pm
Monday to Friday



web-enquiry@gallangplace.org.au



www.gallangplace.org.au

Services for women from different cultures

AMPARO Advocacy



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



They can help you find domestic and family violence services.



(07) 3354 4900



www.amparo.org.au

Immigrant Women's Support Services (IWSS)

IWSS supports women who:



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



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



This includes women with disability.



(07) 3846 3490



www.iwss.org.au

Refugee and Immigration Legal Services (RAILS)



(07) 3846 9333



admin@rails.org.au



www.rails.org.au

More information



Domestic and family violence is never ok.

If you are in danger now:



- call TripleZero
000



- ask for the police

If you think you are in an unhealthy relationship:



- talk to someone you trust



- contact a service that can help you.



You can find more information on our website.

www.qld.gov.au/neverokay



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