

Domestic Violence Protocols

2012

This guide contains safety protocols and other information for court staff.

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Background

Introduction

These Domestic Violence Protocols contain guidelines for court staff in providing a safe environment, accurate information and adequate support for people using Queensland Courts who have experienced domestic violence.

The Protocols also provide information to ensure safety for court staff.

Many court registry staff are very experienced in working with those who have experienced domestic violence. These Protocols are designed to provide a tool to help all court staff, who may have different levels of experience, provide a consistently responsive service for people needing protection.

Court registry processes should reflect the paramount principle for administering the *Domestic and Family Violence Protection Act 2012*:

“This Act is to be administered under the principle that the safety, protection and well being of people who fear or experience domestic violence, including children, are paramount.”

Registrars are required to use these Protocols when consulting with local organisations and other stakeholders where safety is an issue.

Queensland Courts Services acknowledges the statements recognised in the preamble to the *Domestic and Family Violence Protection Act 2012*:

Preamble

1. Australia is a party to the following instruments—
 - Universal Declaration of Human Rights
 - United Nations Declaration on the Elimination of Violence Against Women
 - United Nations Convention on the Rights of the Child
 - United Nations Principles for Older Persons
2. Living free from violence is a human right and fundamental social value.
3. Domestic violence is a violation of human rights that is not acceptable in any community or culture and traditional or cultural practices can not be relied upon to minimise or excuse domestic violence.
4. Domestic violence is often an overt or subtle expression of a power imbalance, resulting in one person living in fear of another, and usually involves an ongoing pattern of abuse over a period of time.

5. Domestic violence can have serious impacts on people who experience it, including physical, emotional and psychological harm, and can result in death.
6. Perpetrators of domestic violence are solely responsible for their use of violence and its impacts on other people.
7. Domestic violence is most often perpetrated by men against women with whom they are in an intimate partner relationship and their children; however, anyone can be a victim or perpetrator of domestic violence.
8. Domestic violence is a leading cause of homelessness for women and children.
9. Children who are exposed to domestic violence can experience serious physical, psychological and emotional harm.
10. Behaviour that constitutes domestic violence can also constitute a criminal offence.

History

The need for Protocols was first identified in a 1992 report, “Process of Protection”, which was produced by the Women’s Legal Service after a two-month pilot project at the Brisbane Magistrates Court. The report had two major findings:

1. that safety is a key issue in domestic violence matters and
2. that the process of gaining a protection order is just as important as the actual possession of one, and can have a significant effect on the continuation or discontinuation of domestic violence.

In response to the report, the Department of Justice and Attorney-General produced the original protocols for court staff in 1994. They were updated in 2003 to reflect the changes brought about by the *Domestic Violence Legislation Amendment Act 2002*.

In 2009 the Queensland Government committed to a comprehensive review of the *Domestic and Family Violence Protection Act 1989*. This review occurred in 2010-2011 after wide consultation.

The result of the review was the repeal of the *Domestic and Family Violence Protection Act 1989* and the introduction of the *Domestic and Family Violence Protection Act 2012*.

Background

The Act was passed by Queensland Parliament on 16 February 2012 with a commencement date of 17 September 2012. These Protocols have been updated and modified to reflect the new provisions under the *Domestic and Family Violence Protection Act 2012* ('the Act').

The law

The Act provides an accessible civil legal response for people seeking protection from domestic and family violence and aims to prevent future acts of violence. This is in contrast to the criminal law response which punishes an offender for their past behaviour.

Behaviour that constitutes domestic violence can also constitute a criminal offence, and so criminal law proceedings may be instituted instead of, or as well as, proceedings under the Act. The court may make or vary a protection order when convicting a person of an offence involving domestic violence.

The Act:

- places greater responsibility for perpetrators of violence and increases the ability of the court to focus on the safety and wellbeing of victims
- reflects contemporary understanding of domestic and family violence, particularly regarding the types of relationships and behaviours covered by the legislation
- reflects the nature and characteristics of domestic and family violence and comprises behaviours used to exert power and control over another person
- amends the definition of domestic violence to specifically include
- economic, emotional and psychological abuse
- behaviour that is physically or sexually abusive, threatening or coercive, or behaviour that in any other way controls or dominates another person and
- a comprehensive range of behaviours that, in a contemporary sense, are understood to characterise domestic violence.
- aims to ensure that the person who is most in need of protection is identified.

Other legislative reforms include re-defining domestic violence, naming children on orders, police powers and police issued protection notices, conditions and intervention orders and penalties for a breach of a domestic violence order.

What is Domestic Violence?

The Act states that domestic and family violence is abusive or violent behaviour used by one person to control and dominate another person with whom they are in a relationship, as defined under the Act.

The Act states that domestic violence means behaviour by a person towards another person with whom they are in a relationship, as defined under the Act, that is:

- physical or sexual abuse
- emotional or psychological abuse
- economic abuse
- threatening behaviour
- coercive behaviour or
- behaviour that in any way controls or dominates or causes a person to fear for their personal safety or wellbeing.

Examples of domestic violence behaviours that are included in the Act are:

- causing personal injury to a person or threatening to do so
- coercing a person to engage in sexual activity or attempting to do so
- damaging a person's property or threatening to do so
- depriving a person of the person's liberty or threatening to do so
- threatening a person with the death or injury of the person, a child of the person, or someone else
- threatening to commit suicide or self-harm so as to torment, intimidate or frighten the person to whom the behaviour is directed
- causing or threatening to cause the death of, or injury to, an animal, whether or not the animal belongs to the person to whom the behaviour is directed, so as to control, dominate or coerce the person
- unauthorised surveillance of a person
- unlawfully stalking a person.

Background

What is a relevant relationship?

A relevant relationship is:

- An intimate personal relationship; or
- A family relationship; or
- An informal care relationship.

Intimate personal relationship

Spousal Relationship	<ul style="list-style-type: none"> • De facto • Former spouse • Parent of a child of the respondent • Former parent of a child of the respondent • Married
Engagement relationship	Two persons are engaged to be married or were engaged to be married, including a betrothal under cultural or religious tradition
Couple Relationship	Two persons have or had a relationship as a couple. In deciding whether a couple relationship exists, a court may have regard to the following: <ul style="list-style-type: none"> • the degree of trust; • the level of each person's dependence; • the length of time the relationship has existed or did exist; • the frequency of contact; and • the degree of intimacy.

Family relationship

Exists between two persons if one of them is or was the relative of the other	A relative of a person is someone who is ordinarily understood to be or to have been connected to the person by blood or marriage. A relative of an aggrieved is also a person who is regarded as a relative. This incorporates people who may have a wider concept of a relative e.g. Aboriginal and Torres Strait Islander people or people with particular religious beliefs. Children under 18 years of age cannot be named as a respondent or aggrieved under the family relationship.
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Informal care relationship

Exists between two persons if one of them is or was dependent on the other person for help in an activity of daily living (e.g. dressing or personal grooming, preparing meals)	An informal care relationship does not exist between a child and a parent of a child; or where there is a commercial arrangement (e.g. a nurse).
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Background

Roles and responsibilities

Parties

Domestic violence occurs in every age group, culture and religion and among people from all socio-economic, educational and occupational backgrounds.

The aggrieved (the person who is seeking a protection order) and the respondent (the person against whom a protection order is made) are parties to a domestic violence proceeding. Although it is mainly women who are subjected to domestic violence, both males and females may make applications under the Act.

It is possible for a respondent to make an application (cross-application) for a protection order in his or her own right. One of the principles for administering the Act is that in circumstances in which there are conflicting allegations of domestic violence or indications that both persons in a relationship are committing acts of violence, including for their self-protection, the person who is most in need of protection should be identified. It will be up to the court to decide who is in most need of protection. Be aware that the aggrieved who originated the application and who is the respondent on the cross application may still be in danger.

Court staff

The overriding consideration for court staff is that court staff are never to place their own safety at risk.

As court staff, you have a responsibility to ensure that an aggrieved seeking protection from domestic violence is able to do so in a safe and secure environment and that you deal with people in a non-judgmental way.

These Protocols also apply to responsibilities towards a person who may be a complainant in criminal proceedings for an offence involving domestic violence.

People subjected to domestic violence can suffer extreme physical and psychological trauma. The experience may cause or increase a feeling of being trapped, vulnerable or powerless. You should act in a manner that does not further undermine the person's self-esteem or confidence. You should be as open and helpful as possible.

As you read this document, it will become clear that you are *not* asked to act as a security guard, legal adviser or social worker. The Protocols explain how you can act, within the bounds of your office, to provide safety, information and support to both the aggrieved and respondent.

In order to do this, you need to know:

- the registry's safety procedures
- what information to give the aggrieved person
- how to support the aggrieved through the court process, and
- what information to give to the respondent.

The registrar

The registrar is responsible for ensuring all court staff are aware of all Protocols, policies and procedures to ensure they are equipped with the knowledge to assist the aggrieved.

Responsibilities of the registrar include:

- adapting the Protocols to the local circumstances in a way that is consistent with guidelines outlined in this document
- implementing these Protocols in your courthouse
- monitoring the operation of these Protocols in your courthouse
- telling new staff about the Protocols as part of their induction
- liaising with QPS, community groups, DV prevention workers and men's workers to ensure efficient and standard practices are met
- ensuring security officers develop a professional relationship with DV prevention workers and other court staff
- liaising with both the men's workers and the women's DV prevention workers to ensure they understand safety arrangements in place at the court and to promote open liaison between these workers
- organising debriefing meetings for staff members to discuss issues relating to domestic violence (see more detail on page 10) and
- organising collaborative stakeholder meetings (see more detail on page 7).

Background

The prosecutor

The Queensland Police Service is responsible for assessing and evaluating all reported domestic violence in line with the aims of the Act. Police prosecutors appear for all police initiated domestic violence applications.

Where operationally viable, police prosecutors will be made available to assist an aggrieved who has made a private application for a protection order or an application to vary a protection order and when requested, shall appear on their behalf. However a police prosecutor will not appear in respect of an application, if the prosecutor reasonably believes:

- the application is malicious, deliberately false, frivolous or vexatious
- evidence does not exist that the parties are in a relevant relationship or that there has been domestic violence, or
- the aggrieved has adequate legal representation, for example the aggrieved is being represented by Legal Aid Queensland.

In assisting an aggrieved who has made a private application, the police prosecutor shall discuss with the aggrieved whether it is necessary or desirable to name any relatives or associates of the aggrieved (including children) in the protection order.

Women's domestic violence prevention worker ('DV prevention worker')

Formerly known as court assistance workers, DV prevention workers have a high level of knowledge and skills in relation to domestic and family violence. Some court houses have volunteer workers assisting women who are still known as court support or court assistance workers as their qualifications differ from the funded workers. For ease of reference, these Protocols refer to DV prevention workers, however you should bear in mind that in some court locations, these workers will actually be court support or court assistance workers. Whilst the role of a DV prevention worker differs throughout Queensland depending on local conditions and funding levels, the following describes the basic components of the role:

- promoting the safety of women and children
- providing legal information
- assisting with document preparation and
- crisis support and counselling.

It is not part of the DV prevention workers' role to:

- assist parties to negotiate parenting plans or orders
- mediate and negotiate between parties in a domestic violence matter
- supervise children
- support men (they provide limited information and referrals) and
- organise interpreters for the court.

Men's worker

Male domestic violence workers are provided by a number of organisations and therefore they have a number of different approaches. Their role is to ensure that men attending the court have access to information in regard to court processes, documentation, legal support and crisis support.

It is not part of the men's workers' role to:

- assist parties to negotiate parenting plans or orders
- mediate and negotiate between parties
- mind children or
- organise interpreters for the court.

All staff should be aware for the role of the men's worker and their availability times.

How can you support DV prevention workers and men's workers?

Although the above outlines the role descriptions of DV prevention workers and men's workers, specific responsibilities may vary depending on the service provided and it is important to become aware of the services (if any) provided at your courthouse. This can be achieved by arranging the DV prevention workers and men's workers to provide information at a staff meeting and inform all staff of their roles in the court process. You should consult your DV prevention workers and men's workers when developing procedures for making referrals to appropriate community organisations, and in the development and implementation of your courthouse safety protocols. The registrar should liaise with both the men's workers and the DV prevention workers to ensure they understand safety arrangements in place at the court and to promote open liaison between these workers.

Background

Security Officer

Security officers are responsible for ensuring that all courthouses are safe and secure. Where a security officer is provided, the registrar must fully brief the security officer to ensure the safety of all in the courthouse. Registrars should also ensure the security officer develops a professional relationship with the DV prevention workers and court staff. Security officers may be requested to assist parties if there are security issues including providing alternative access to and from the court.

It is not the security officer's responsibility to organise the listing of matters in the court. This role should be performed by court staff in consultation with the magistrate.

Collaborative Stakeholder Meetings

It is imperative that the registrar organise and facilitate quarterly collaborative stakeholder meetings with all relevant domestic violence stakeholders. This includes the registrar (and any other court staff); local police prosecutor, DV prevention worker, men's worker, security officer, and a representative from Legal Aid Queensland or another legal body. A regular meeting of this type ensures that there is an open forum for stakeholders to discuss operational needs and to clarify roles. Registrars should regularly report the outcomes of these meetings to the resident or visiting magistrate.

Safety guidelines

Assisting the aggrieved before the court appearance

Be receptive

Be understanding when the aggrieved arrives at the counter, and accept what they tell you. Make efforts to provide them with a separate room or place away from the public counter where they can ask any questions and complete an application form. Take the time to listen, and do not be judgmental. Be guided by what the aggrieved says and does, they are best placed to work out what is safe and what is required, therefore follow their lead on these issues.

If there is a DV prevention worker present, remember that these people are skilled in the area of domestic and family violence, and are able to assist the aggrieved in the court process.

Safety and the Safety Form

The Safety Form (see [Forms and fact sheets](#)) is to be provided to the aggrieved when they complete the (DV1) 'Application for a protection order' to be filed if there are safety issues. This form is able to be downloaded from the Queensland Courts website or provided at the registry counter. There may be instances where the safety needs of the aggrieved have changed since they first lodged the application form, the aggrieved should therefore be told they can file subsequent safety forms throughout the court process.

Once filed, the safety form is to be used by the registry to ensure the safety needs of the aggrieved are being met. The information supplied on the form is to be taken at face value and no risk assessment is required. The form is to be provided to the police prosecutor, the DV prevention worker and security officer to ensure all personnel are aware of the safety needs and requirements.

The safety form is to be kept on the court file however it does not form part of the application. Under no circumstances is the form to be provided to the respondent and the form is not to be provided with the application to Queensland Police Service for serving on the respondent.

Examples of situations where an aggrieved may wish to complete a safety form are:

- the aggrieved is concerned about being followed and the respondent may be waiting outside the court house
- the aggrieved expresses fear about returning home

- the respondent is present and the aggrieved is unable to communicate openly or
- the aggrieved is afraid of violence or harassment during the court process, or before or after court.

In these types of situations, you must ensure the aggrieved feels safe without jeopardising your safety. For example, you should not accompany the aggrieved to her car if it might jeopardise your safety. You must notify the registrar and security officer (if available) and if need be they can call the police for assistance. Another strategy is to suggest that the aggrieved accompany you to the safe room and direct the respondent to speak with the men's worker in another room.

In all situations, the DV prevention worker should be notified to assist. If there are no DV prevention workers available, refer the aggrieved to DV Connect, the 24 hour domestic violence telephone service (see [Resources and contacts](#)).

Responding to 'urgent' applications

An aggrieved may request that their application be heard urgently and for the court to make a temporary protection order. If the aggrieved requests a temporary protection order before the respondent has been served with a copy of the application, they must show the court that there are reasons why it is necessary or desirable for them to be protected by a temporary protection order before the respondent is served with a copy of the application.

If an aggrieved requests a temporary protection order before the respondent has been served, this request must not be refused. This information must be taken at face value and a registry staff member is not to assess whether an application is urgent.

For listing an urgent application, please refer to the procedure 'Domestic Violence – Receiving an urgent temporary protection order'.

Be prepared for court

Know when the parties for protection order applications are present in the courthouse. It is a good idea to establish a certain time of the day and a particular court for domestic violence mentions and hearings (registrars should discuss this with magistrates and police prosecutors). Always speak in a pleasant tone when calling out the names of parties.

Safety guidelines

Consideration should be given to the priority of matters being heard, in consultation with the presiding magistrate and police prosecutor. For example, if there is a safety form on the court file requesting special safety measures, this matter may be required to be listed first.

Assisting the aggrieved during the court appearance

Child care

It is best to advise parties to avoid bringing children to court where possible, as it may aggravate the respondent and present a risk to both the aggrieved and the children. However in some circumstances parties will have no alternative other than to bring their children to court.

Many parties will have sole care of infant or school-age children and may assume that your registry offers childcare facilities. No registry staff member can mind children for parties as that person must have a blue card to work with children. Likewise it is not the role of the DV prevention worker or security officer to supervise children.

You must advise people who make telephone inquiries about protection orders that the court does not offer such facilities. It is important that they are aware of the need to make prior arrangements for child care, especially since some magistrates do not allow children into the courtroom.

If a victim of domestic violence is appearing in court and requires child care during this time, including the services of a nanny or baby-sitter, this expense may be met by Victim Assist Queensland. An application for financial assistance including a Victim Assist Queensland medical certificate completed by a registered doctor would need to be lodged. More information on the eligibility criteria and financial assistance application process is available by contacting Victims LinkUp on 1300 546 587.

Where at all possible, do not leave the aggrieved alone

The aggrieved may not wish to be left alone, or left alone with the respondent, for fear of being subjected to further domestic violence.

You should respond to this need throughout the court process. For example:

- Provide a separate waiting or interview room for the aggrieved and anyone with them lending support. Refer to “The Safe Room” section (right). An aggrieved

continues to be vulnerable to assault or intimidation while inside the courtroom.

- Where at all possible, the aggrieved and respondent should not be left alone or together in the courtroom.

A preventive approach is the safest way to avoid this situation. Liaise with other court officers, the registrar, police prosecutors, security officers and DV prevention workers to work out ways to ensure that someone is present at all times.

If the magistrate, police prosecutor and legal representatives are absent, someone (e.g. staff member, security officer) may be able to escort one or both parties from the courtroom. Alternatively, the court services officer or another member of staff might remain with both parties.

At no time, however, are court staff to place their own safety at risk.

The Safe Room

The maintenance of the safe room is the responsibility of the registrar; however the day to day running of the safe room should be managed in consultation with DV prevention workers. It is the responsibility of the registrar to ensure the safe room is available for women at the court whether they are the aggrieved or the respondent and to ensure the best use of facilities available to accommodate a male aggrieved or respondent appropriately. If the aggrieved and the respondent in a proceeding are both female, only the aggrieved should be accommodated in the safe room.

It is up to the party to decide if they require the use of the safe room and is not up to court staff or security officers.

If the courthouse does not have a designated safe room, another room within the courthouse should be used. For example, an interview room, jury room or witness room.

If the courthouse does not have any rooms available, the registry must create a private and safe space within the courthouse. This may mean allowing access to a registry area to wait such as the break room. If possible, a screen or partition should be used to provide the parties with some privacy. Registrars should liaise with police, local domestic violence services and DV prevention workers to develop safety protocols suited to the local environment. It may be necessary for the aggrieved to wait at the police building close by and be escorted over to the courthouse.

Safety guidelines

Assisting the aggrieved after the court appearance

Safety after court

An aggrieved may fear being harassed or followed by the respondent when they leave the courthouse. After court, make a private waiting or interview room, partitioned area or the safe room available for the aggrieved and any support people to wait while the protection order is being prepared.

The aggrieved and the respondent are to collect their orders separately, and be given the opportunity to leave at different times. The aggrieved should receive their order first, followed by the respondent, allowing enough time for the aggrieved to leave the court precincts. However safety is the most important factor to consider and this should be considered collaboratively with the DV prevention workers.

Give a copy of the order with the explanatory notes to the relevant parties. If the aggrieved and/or respondent need to leave the courthouse immediately, the order may be posted to their last known address.

Your own safety - Employee Assistance Program

Any job that involves dealing with members of the public is stressful. The aggrieved and the respondent are likely to be people in crisis, and you may be distressed or uncomfortable hearing about their personal situation.

There are many good reasons to feel affected by the experience of working with people in violent relationships. You may find that you have a strong desire to help, and feel a sense of frustration that you are powerless to do so. You may have strong feelings about domestic violence because you have had some contact with it in your past.

The Department of Justice and Attorney-General offers a free, confidential and voluntary counselling service. Under the Employee Assistance Program, you can attend up to four counselling sessions per calendar year. This can be extended to 6 sessions in certain circumstances.

For more information on the Employee Assistance Program, refer to the [web page](#).

As a preventive measure, registrars should organise debriefing meetings for staff members to discuss issues relating to domestic violence.

Principles of support

Chapter 2 of the *Victims of Crime Assistance Act 2009* (VOCCA) sets out nine *fundamental principles of justice* which all Queensland Government agencies and prescribed officers must comply with, see [Forms and fact sheets](#). Prescribed officers under the VOCCA include all officers working with the Department of Justice and Attorney-General.

The *fundamental principles of justice* set out how a victim of crime including persons affected by domestic violence must be treated.

The principles require you to:

- Treat a victim with dignity and respect, compassion and courtesy, taking into account the victim's sex, age, race, cultural or linguistic background, impairment, sexuality and religious beliefs
- Keep personal information private
- Provide the party with information about available services to assist them such as Victim Assist Queensland, support services and health, welfare and legal agencies, and
- As much as possible contact between and victim and the offender should be minimised.

Complying with the principles will include doing the following:

Accept what the person says

The Act provides that protection can be sought by anyone subjected to domestic violence who is in a relevant relationship. It is the role of the court to decide whether a protection order will be granted. Your role is to make the court accessible to all aggrieved persons.

Explain that anyone who has been subjected to domestic violence is entitled to protection. You must not make any assumptions and on no account convey the impression that the aggrieved is to blame for the domestic violence or for not leaving a violent situation. It can take a lot of courage for an aggrieved to come to the courthouse, and they can be easily discouraged if they feel that staff do not believe what they have to say. Remember that they will see you as part of the justice system.

As you are possibly the first point of contact in the process of obtaining a protection order, you must not discourage an aggrieved from seeking protection from the court.

Safety guidelines

You should accept, without criticism, their account of events. For this reason, this document does not refer to aggrieved persons as ‘alleged’ victims of domestic violence. Accepting what the aggrieved says at a registry does not mean that you are favouring this person to the disadvantage of anyone else.

Don’t be judgmental

Avoid judging people, whether they are the aggrieved or the respondent. Your approval or disapproval of them and their actions or decisions should not be apparent either verbally, (through your comments) or non-verbally (through your general demeanour).

An aggrieved may be indecisive due to the abuse they have suffered, because such abuse tends to demoralise people. Do not judge that they have ‘caused’ their situation through a lack of decisive action. Give them enough information, but do not make decisions for them—allow them to make their own choices.

There are many obstacles to leaving an abusive relationship and many things that induce people to return. Among these factors are:

- fear of reprisals if they leave or tell (research shows people are at a higher risk of domestic violence when they leave the relationship)
- financial dependence
- an unwillingness to cause upheaval to their children by leaving the home environment
- poor self-esteem: feeling powerless and doubting their ability to manage on their own
- wanting the violence to stop, but still loving their partner and not wanting the relationship to end
- a feeling it may be safer to stay in the relationship and
- social isolation and limited support networks: feeling that there is no-one who can help.

Not surprisingly, these dynamics can mean that those leaving an abusive relationship can leave and return on a number of occasions before separating permanently.

Be understanding

An aggrieved should be treated with dignity, respect, sensitivity and understanding, and given the support they need to carry through with their decisions. Understand that they may be nervous, anxious or preoccupied with safety and with the processes and procedures to be faced.

The majority of aggrieved are women, and many of them may need to tell you intimate or painful details of the

abuse they have suffered in their relationships with men. You should make sure that they can disclose this information privately, and be sensitive to the needs of those who prefer to deal with another woman. For similar reasons, a male aggrieved may prefer to talk to a men’s worker. Both male and female staff should be aware of domestic violence protocols so that aggrieved persons can choose the officer (male or female) with whom they feel most comfortable.

Stress confidentiality

Reassure the aggrieved that the information they disclose to you will be treated with a high level of confidentiality both by you and other court staff. However what is written in the application will be served on and seen by the respondent and it is also possible some of their allegations will be discussed in court. You should prepare them for the court process. If your local domestic violence service provides a DV prevention worker to assist in court you can inform the aggrieved that the worker may be able to support them in the court during the court appearances. Explain that the court will be closed (that is, not open to the public), and that the respondent is likely to be present in court.

Invite support people to stay

Ask aggrieved persons who are accompanied by support people if they wish for them to remain throughout the court process. Court staff must inform the magistrate of this and advise the aggrieved if the magistrate does not allow the support person in the courtroom.

If there is any chance that the support person is a witness in the aggrieved’s proceedings then inform them that they need to get information from the police prosecutor or get legal advice before the support person attends any court events.

Needs of Aboriginal and Torres Strait Islander people

Due to cultural differences, language differences and/or isolation in remote communities, Aboriginal and Torres Strait Islander people have different needs for seeking protection from domestic violence. You should be sensitive to the cultural values and expectations of people of Indigenous backgrounds. Also be aware that the Aboriginal and the Torres Strait Islander cultures have their own distinct customs and conventions, therefore different responses may be required.

Safety guidelines

- Be aware that, for many Aboriginal and Torres Strait Islanders, English is not their first language.
- Provide information and referrals.
 - The 1800 811 811 number may be able to help with access to Aboriginal and Torres Strait Islander interpreters
 - Refer parties to the Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service on 1800 442 450
 - Cooperate with local Aboriginal and Torres Strait Islander community groups, and encourage these networks to participate in court assistance work
 - Be aware of the dialects of the Aboriginal and Torres Strait Islander languages when ordering an interpreter.

Needs of people from a non-English speaking background

An aggrieved from a non-English speaking background may have difficulty seeking protection from domestic violence because they may have poor English, they may have different cultural views of domestic violence, and because of their religious views, social isolation and fears stemming from previous legal and political systems. You should be aware that culture is not a fixed concept and there are many factors which will impact. You should acknowledge and respect their values and traditions.

Our laws may be very different from those of their home country; therefore you need to make them fully aware of their legal rights in Queensland. Strategies to achieve this include:

- Refer them to your local agency which supports and advocates on behalf of people from non-English speaking backgrounds, particularly those that support women
- Do not view all women from non-English speaking backgrounds as the same. Each culture, and each individual within each culture, is unique, and you should inform the aggrieved of all the services available to them, particularly those designed specifically for people of their culture
- Cooperate with community groups of different cultural backgrounds, and encourage their participation in court assistance work.

In Brisbane, women can be referred to the Immigrant Women's Support Service (IWSS). IWSS can provide face to face support to woman in the Greater Brisbane area.

Telephone contact and support is available to women Queensland-wide, including those in remote and rural areas.

People with impaired capacity

A person may have impaired capacity as a result of an intellectual disability, acquired brain injury, dementia, mental illness, learning disability or some other condition.

It may not be immediately apparent that an aggrieved has impaired capacity. If this becomes apparent through interaction and communication, you should ask them if they have a case manager, guardian or support person. Such people may be able to assist the aggrieved, or make an application on behalf of the aggrieved.

The Act permits the court to inform the Adult Guardian in writing about the circumstances involving, or the nature of, the domestic violence or associated domestic violence involving an adult with impaired capacity.

When assisting a person with an impaired capacity it is important to receive the person's consent throughout the process. It is also important to be aware of appropriate referrals, refer to [Resources and Contacts](#).

Needs of people with disabilities

People with disabilities can face physical and psychological barriers when seeking access to general support services. If an aggrieved cannot read, they will not necessarily tell you this, and this may affect their ability to apply for an order. You should encourage an aggrieved to communicate as best as they can and assist them with their application for a protection order without completing it for them. You should always work with the person's consent.

Key points to remember when communicating with and/or about people with a disability include:

- reassure the aggrieved that you are there to provide help
- allow them to communicate at their own pace and try not to interrupt
- give them time to take in information
- encourage them to ask questions
- use straightforward, simple language and deal with one issue at a time
- do not ask questions that suggest answers
- be aware of the non-verbal messages you are sending, for example frowns showing frustration and coldness; and
- always focus on the person first, not their disability, however it is important to recognise their disability

Safety guidelines

Needs of elderly people

Elder abuse incorporates common forms of domestic and family violence such as physical and psychological abuse, intimidation and harassment, but also more specific concerns such as financial abuse, social abuse and neglect.

All elderly people should be referred to a DV prevention worker (if available) and the Elder Abuse Prevention Unit.

Elder Abuse Prevention Unit (EAPU) is a Queensland-wide program provided by Lifeline Community Care Brisbane and funded by the Department of Communities to provide a service to respond to the abuse of older people in Queensland.

EAPU provides:

- a helpline (1300 651 192) available 9am to 5pm Monday to Friday;
- free training for service providers working with older people who live in the community;
- awareness raising and information sessions and
- Peer Support Network (PSN) for rural and remote workers.

Find out more about EAPU on their [website](#).

Elderly people should also be referred to the Seniors Legal and Support Service (SLASS). This organisation provides free legal and social work support for seniors experiencing exploitation or elder abuse.

Needs of children and young people

Children and young people may be parties to a protection order application or be included as a named person on a protection order. Children and young people have a right to be listened to and be informed about what is taking place in the court process. You are able to assist young people to understand the situation by providing information in a way that is age-appropriate and easy to understand.

Communicating effectively with children and young people is important. In particular the following communication techniques are useful:

- allowing children and young people to communicate at their own pace
- encouraging the use of questions
- checking the child/young person understands any information provided
- using straightforward language which deals with one issue at a time

- being mindful that children and young people communicate differently, and that court staff should be non-judgmental regarding their use of language.

Children and young people can obtain legal representation and support. You can assist them in obtaining access to legal representation and support by informing them that Legal Aid Queensland has youth legal services and can be contacted for support. Similarly, there are various community legal centres which can assist.

Needs of people from the lesbian, gay, bisexual, transgender and intersex community

An aggrieved is who is lesbian, gay, bisexual, transgender or intersex (LGBTI) may have difficulty seeking protection from domestic violence. This is due to negative community attitudes and the possible impact on their work, family and friends if they identify as an LGBTI person in the protection order process. You should be sensitive and ensure they are treated in a respectful manner.

There may be additional pressures placed on a LGBTI person to withdraw a domestic violence application such as the fear of being 'outed' or identified as being gay. This can be one of the biggest issues in same sex domestic violence and it is an additional power and control mechanism. A perceived lack of empathy and support, especially in remote regional areas, may be another reason why an aggrieved may withdraw an application.

Provide information about sources of help. A lack of accessible services can prevent a number of LGBTI people proceeding with an application.

Information and referrals

Information for the aggrieved

Explain process clearly

It is important to inform the aggrieved of the process clearly in order for them to be prepared and to know what to expect once they file an application. Avoid giving a lot of detail initially, unless the aggrieved requests it.

A good starting point is to give the aggrieved a copy of:

- Aggrieved factsheet
- Guide to completing an application for a protection order; and
- Application for a Protection Order (Form DV1)

Remind the aggrieved that they can always ask for information to be repeated or clarified at any time.

Reporting domestic violence

It is important for the aggrieved to be aware that any breaches of a domestic violence order or offences that have been committed i.e. stalking, assault should be reported to police for prosecution. Stating in the application form that a breach has occurred or that an act of violence has been committed against the aggrieved does not automatically mean the respondent will be charged with a criminal offence.

LAQ resources

If the aggrieved would like further information or legal advice, you may refer them to Legal Aid Queensland (LAQ). LAQ have very informative resources on their [website](#).

Answer all questions appropriately

If you are not sure of the correct answer to a question, you should check with the registrar to obtain the answer or the appropriate referral. You should not predict the likely outcome of the application or give other legal advice. If asked, you should explain that you are not in a position to give such information and they must seek legal advice.

Giving accurate procedural information so that parties can make their own decisions is not the same as giving legal advice. Remember that other agencies exist for the purpose of giving legal advice, and you can protect people's legal rights by letting them know about these agencies.

Avoid legal jargon

Do not use legal jargon when you describe what will happen during the court process. Speak in plain English. For example, if parties do not understand what 'to consent' or 'to contest' means, explain that 'to consent' means to agree to the order being made, and 'to contest' means not to agree.

It may be appropriate to ask if the party would like a copy of the [Glossary](#) which explains terms used in the court process.

Representation

Advise both the aggrieved and the respondent that they can be represented in court, and give them contact details of appropriate referrals, such as the police prosecutor (for the aggrieved), Legal Aid Queensland and local legal services.

If the aggrieved requests representation by the police prosecutor, inform them that they must contact their local police station well before the date of the court appearance to determine if a police prosecutor is available. If a police prosecutor is unavailable and if the aggrieved would still like representation, they should seek representation through a legal service.

An authorised person may make an application and appear for the aggrieved. Generally speaking the authorisation must be in writing. However there are some circumstances where the court will allow the authorised person to make the application and appear without the written authority. An example is where the aggrieved has a physical disability that results in them not being able to sign an authority.

People acting under another Act, such as the *Guardian and Administration Act 2000* or the *Powers of Attorney Act 1998*, may also represent the aggrieved. Staff are required to ensure that appropriate documentation (such as the Enduring Power of Attorney or an order of the Guardianship and Administration Tribunal) is presented and a copy attached to the application.

It is not up to the registry staff to assess whether the applicant has appropriate authorisation. Court staff should simply make sure that the applicant is aware of the documents that the application form states are required to be disclosed to the court; and that once received these are filed and placed on the court file.

Information and referrals

Support agencies

Although some aggrieved persons do not need a great deal of help, others will not be aware of their rights unless they are given community and legal assistance. It is important not to assume the aggrieved is aware of specialised services available to give support.

You will be helping them greatly if you provide the DV connect 24 hour telephone service number, 1800 811 811, and details of the local Domestic Violence Service.

You may also provide contact details of crisis counselling centres, refuges or safe houses, community and health centres, Centrelink and the Department of Housing.

There are also community services in some areas that help aggrieved persons complete applications. For information on what is available, refer them to the 1800 811 811 number or, if one exists, to the local domestic violence service. If the aggrieved is very upset, you may offer to dial the telephone number and hand over the receiver.

This [link](#) will assist you in determining whether there is a local service in your area and the relevant contact details.

Aggrieved factsheet

When filing an application or when making enquiries, the aggrieved should be provided with the factsheet for the aggrieved – [Applying for a domestic violence order](#). This fact sheet outlines the court process for the aggrieved.

Filling out application form

The Application for a Protection Order (Form DV1) is accompanied with the Guide to completing an application for a protection order. The aggrieved should refer to this Guide when completing the application.

If there is a DV prevention worker in your courthouse, ask the aggrieved if they would like you to approach the worker to help them. Ask the aggrieved if they would like some time to become calm before going through the form. Consider letting them sit in some private area if the courthouse can accommodate this.

Victim Assist Queensland

You can refer an aggrieved to Victim Assist Queensland. Victim Assist Queensland is the Queensland Government financial assistance and referral scheme for victims of crime in Queensland. Victims of particular acts of domestic violence can apply to Victim Assist for financial assistance

towards costs of goods and services to assist in their recovery. This may include the costs of medical dental or other allied health costs (for example physiotherapy). Additionally, psychological treatments, counselling sessions, loss of earnings, and a recognition payment called Special Assistance (paid in recognition of the pain and suffering a victim of crime has gone through) may be available from Victim Assist. In some cases a victim of crime, including a victim of domestic violence, can apply for exceptional circumstances payments which include reimbursement of costs associated with relocation, upgrading security and travel.

Eligibility for assistance

An “act of violence” must be reported (usually to the police, a doctor or counsellor) and a medical certificate in the approved form must be completed in order to be eligible for financial assistance through Victim Assist.

Victim Assist Queensland can be contacted on 1300 546 587 or at their [website](#).

Tenancy and parenting disputes

Any questions about children and parenting orders relating to children should be referred to the family law courts registry, www.familylawcourts.gov.au, or a local legal service or Legal Aid Queensland.

It is important to remind people to tell their legal representatives about the existence of a domestic violence order or ongoing proceedings for a domestic violence order. This information is very important in the family law courts.

If the aggrieved shares a rental property with the respondent, it may be necessary to make an application to sever the tenancy when the application for a protection order is made. Tell the aggrieved that in addition to applying for a protection order, they may also make an application under the *Residential Tenancies Act 1994* for an order concerning their lease. An application may be made to insert the aggrieved person’s name on a lease as tenant, remove the respondent from the lease or terminate the lease. The lessor will need to be notified in accordance with the Act. Advise the aggrieved if they want to make this application they need to complete and lodge a separate form with the clerk of the court at the same time that the protection order application is lodged.

Information and referrals

The application form (Form 2 – Application for minor civil dispute – residential tenancy dispute) can be found on the [QCAT website](#).

Explanation of orders

If an order is granted, the aggrieved must be given a written explanation of the order at the time they are given a copy of the order. This is so the aggrieved has a further opportunity to understand the nature, purpose and legal implications of the proceeding and of any order or ruling made by the court. Both the order and the written explanation for the aggrieved can be printed from QWIC.

Information for the respondent

Talk to respondent separately

It is also important to explain to the respondent the court process clearly to prepare them for what to expect. Provide information to the respondent and the aggrieved separately. Tell the respondent about the court process and protection orders, and clarify any concerns or misconceptions. The court process is likely to be smoother and less traumatic for both the aggrieved and the respondent if they understand what is happening.

Respondent factsheet

The respondent should be provided with the factsheet for the respondent – ‘There is an application for a domestic violence order against me. Information for the respondent’ when they are making enquiries. This factsheet outlines the court process for the respondent.

LAQ Resources

If the respondent would like further information or legal advice, you may refer them to Legal Aid Queensland (LAQ). LAQ also has very informative resources on their website www.legalaid.qld.gov.au.

Explanation of orders

If an order is granted, the respondent must be given a written explanation of the order at the time they are given a copy of the order. This is so the respondent has a further opportunity to understand the nature, purpose and legal implications of the proceeding and of any order or ruling made by the court. Both the order and the written explanation for the respondent are able to be printed from QWIC.

Support agencies

The respondent is entitled to seek support from agencies to receive information and referral services.

Male parties should be referred to contact Mensline Queensland at DV connect on 1800 600 636 for information and referral. These services are free, state-wide and confidential.

Interpreters

Assessing the need for an interpreter for registry communications

A telephone interpreter must be provided in situations where a party from a non-English speaking background has difficulty communicating in English or where they produce a Queensland Interpreter Card.

If these parties have received an order, telephone interpreters should always be utilised when an aggrieved or respondent is provided with their court orders to ensure they understand the conditions and implications of the order. Alternatively, if an interpreter has been on-site for the court event, this interpreter could be used to interpret the explanation of the orders separately to the parties. The cost of engaging an interpreter will be borne by the registry.

A telephone interpreter can be arranged through Translating and Interpreter Service (TIS) on 131 450.

Staff should refer to the procedure, “Interpreters – Provision of interpreters for registry communication”.

Information and referrals

Professional interpreters

The Department of Justice and Attorney-General's Language Services Policy reflects a whole-of-Government commitment to the development of appropriate communication strategies. If an interpreter/translator is required, an accredited interpreter/translator should be engaged. They must be accredited through the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) to at least Professional Interpreter level (formerly known as level 3).

Friends and family members are generally not appropriate to be used to interpret. Parties and family members may be embarrassed when family members act as interpreters, and communication may be distorted or inadvertently changed. Professional interpreters are trained to maintain confidentiality, impartiality and accuracy as part of their code of ethics.

Arranging an interpreter for court

An interpreter must be arranged for court where a judicial officer has ordered an interpreter for the court proceeding.

Where there is an apparent need for an interpreter at the first mention i.e. when the 'interpreter required' box is ticked on the application form, court staff must present the application to the magistrate to assess whether or not the interpreter is arranged for the first mention and that a telephone interpreting service is the preferred option. This will eliminate unnecessary adjournments to obtain an interpreter. The cost of engaging an interpreter will be borne by the registry.

A telephone interpreter can be arranged through Translating and Interpreter Service (TIS) on 131 450.

Alternatively, DV prevention workers have the ability to order a telephone interpreter to assist them in communicating with the aggrieved. This interpreting service fee is reimbursed by the Department of Communities following a successful request for a TIS code.

It is ultimately the presiding magistrate's decision whether an interpreter is required.

When ordering interpreters every effort should be made to order a specific gender where requested.

If an interpreter is not available in Queensland other options can be explored, for example use of an interstate telephone interpreter, or engaging an interpreter with the next highest accreditation.

Glossary

These explanations are a lay interpretation of terms that the parties may encounter throughout the court process.

Adjournment or remand

This is when a judicial officer will hear the case at a later date.

Aggrieved

The person in need of protection and for whose benefit a domestic violence order is made.

Associate

A person who the aggrieved regards as an associate; or a person who regards himself or herself as an associate of the aggrieved.

Associated domestic violence

Acts of domestic violence by a respondent towards

- A child of an aggrieved
- A child who usually resides with the aggrieved
- A relative of an aggrieved
- An associate of the aggrieved.

Authorised person

An adult authorised by the aggrieved to appear on behalf of the aggrieved. The authorisation should be in writing. The authorisation may not be in writing where the aggrieved cannot provide authorisation and the court believes the person is authorised (for example if the aggrieved has a physical disability that prevents this).

Balance of probabilities

The standard of proof required by the judicial officer, who must be satisfied that it is 'more probable than not' that the acts of domestic violence occurred.

Breach

This is where the respondent knowingly breaks any of the conditions of the protection order that the Magistrate has granted. The aggrieved should report any breaches to the police.

Child of an aggrieved/respondent

A child if a biological, adopted or step child of the aggrieved or respondent or in the care or custody of the aggrieved or respondent

Child who usually lives with the aggrieved

A child who spends time at the residence of the aggrieved on a regular or on-going basis.

Coerce

Compel or force a person to do, or refrain from doing something.

Closed court

Members of the public will not be allowed at the hearing for a domestic violence protection order application. The aggrieved is allowed to have someone present throughout the proceedings to provide support and other assistance.

Consent order

A protection order that is made by the judicial officer when the aggrieved and the respondent agree to its conditions. There is no obligation on either party to consent. Consent must be freely and voluntarily given by a person with capacity to give the consent.

Contested application

This is where the respondent disputes an application for a protection order.

Couple relationship

Exists between two persons if the persons have or had a relationship as a couple.

Cross-application

This is where both parties make applications for protection orders against each other.

Cross-examination

This can be when a person who gives evidence in court is questioned by the other party.

Domestic violence

Behaviour by a person (the *first person*) towards another person (the *second person*) with whom the first person is in a relevant relationship that—

- a) is physically or sexually abusive; or
- b) is emotionally or psychologically abusive; or
- c) is economically abusive; or
- d) is threatening; or
- e) is coercive; or
- f) in any other way controls or dominates the second person and causes the second person to fear for the second person's safety or wellbeing or that of someone else.

Glossary

Domestic Violence Order

A temporary protection order or protection order.

Economic abuse

Behaviour by a person that is coercive, deceptive or unreasonably controls another person without the second person's consent

- a) in way that denies the second person the economic or financial autonomy the second person would have had but for that behaviour.
- b) by withholding or threatening to withhold the financial support necessary for meeting the reasonable living expenses of the second person or a child, if the second person or the child is entirely or predominately dependent on the first person for financial support to meet those living expenses

See examples in the legislation.

Emotional or psychological abuse

Behaviour by a person towards another person that torments, intimidates, harasses or is offensive to the other person. See examples in the legislation.

Engagement relationship

Exists between two persons if the persons are or were engaged to be married to each other, including a betrothal under cultural or religious tradition.

Evidence

The aggrieved must prove that acts of domestic violence have occurred on the 'balance of probabilities'. Testimony from family, neighbours or a doctor, photographs of injuries and torn clothing are examples of evidence.

Exposed

A child is exposed to domestic violence if the child sees or hears domestic violence or otherwise experiences the effects of domestic violence.

Family relationship

Exists between two persons if one of them is or was the relative of the other. Refer to the definition of a relative.

Hearing

The Magistrate will hear evidence from both sides and either make a protection order or dismiss the application. One side may elect not to give evidence.

Informal care relationship

Exists between two persons if one of them is or was dependent on the other person (a carer) for help in an activity of daily living. The relationship does not exist between a child and parent of a child. It also does not exist if the person helps the other person in an activity of daily living under a commercial agreement.

Interstate order

An order made by a court of another State, Territory or New Zealand.

Intimate personal relationship

An intimate personal relationship is a spousal relationship, an engagement relationship or a couple relationship.

Intimidation or harassment

An aggrieved is intimidated or harassed if followed by the respondent in public, or if the respondent loiters outside the home or workplace, injures or threatens to injure a pet, or repeatedly telephones without consent.

Judicial Officer

The person who hears the application and decides whether a protection order should be made. This will most likely be a Magistrate as an application for a protection order is filed in the Magistrates Court. The Magistrate is addressed as Your Honour.

Mention date

This is the return date on the application. The Magistrate may adjourn the application to future mention dates or adjourn the application for a hearing.

Named person

A relative, associate or child who is protected by being specifically named in the domestic violence protection order.

No-contact condition

A respondent who is under this condition cannot telephone, speak to, or follow the aggrieved or go to a place where the aggrieved is likely to be. They also cannot email or contact the aggrieved by any other electronic means.

Oath

This is when people swear on the Bible that they will tell the truth. If people have a valid reason not to swear on the Bible, they may affirm their evidence.

Glossary

Ouster condition

The respondent is prohibited from remaining at the stated premises, entering or attempting to enter the premises and/or approach within a state distance of the premises.

Parent

The child's mother or father and anyone else having or exercising parental responsibility for the child. A parent does not include a person standing in the place of a parent of the child on a temporary basis, an approved foster carer of the child or an approved kinship carer for the child. A parent of an Aboriginal or a Torres Strait Islander child includes a person who under Aboriginal tradition or Island custom is regarded as a parent of the child

Police prosecutor

This person can appear in court on behalf of the aggrieved. If an aggrieved would like the police prosecutor to represent them in court, then suitable arrangements should be made prior to the court appearance. The police prosecutor is able to represent the original aggrieved in an application for a protection order if a cross-application is filed.

Premises in the ouster condition

Premises where the respondent has a legal or equitable interest, or where the aggrieved and respondent live together or previously lived together or where the aggrieved or a named person lives, works or frequents.

Protection order

A court order that prohibits one person (respondent) from committing an act of domestic violence towards another (aggrieved) where they must be of good behaviour.

Re-examination

This is when people are questioned again by their own representatives in court to clarify the evidence heard by the court.

Registered interstate order

An interstate order that is registered in Queensland.

Respondent

The person against whom the domestic violence protection order or a police protection notice is sought or made.

Return Condition

Allows the respondent to return to the premises to recover stated personal property or to remove property.

Serve

Delivering the application or domestic violence order to the respondent. This is done by the police. If the respondent is present in court, they do not have to be served with the order, however they still need to be given a copy. If a respondent is a child under 18 years (or 18 and over only if ordered by the court), then a copy of all documents must be given to a parent of the child.

Spousal relationship

A spousal relationship exists between spouses.

Spouse

A spouse includes a de facto partner and civil partner. It also includes a former spouse of the person and a parent or former parent of a child of the person.

Subpoena

A document issued by a court requiring the attendance of a person before the court to give evidence in person or to produce evidence to the court.

Temporary order

A temporary protection order is one that is made for a short period of time until a final decision on an application for a protection order is made by the court.

Unauthorised surveillance

Unreasonable monitoring or tracking of the person's movements, activities or interpersonal associations without the person's consent, including, for example, by using technology.

Variation of domestic violence order

Includes a variation of a condition, duration or the persons named in the order.

Voluntary Intervention Order

An order which requires the respondent to attend either or both an approved intervention program or counselling, provided by an approved provider.

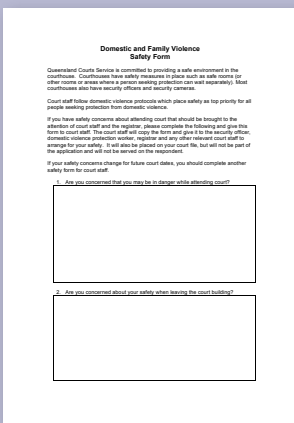
Weapon

This includes anything that has been used to threaten or injure the aggrieved, for example a martial arts weapon, a bat or even a dog. Information about such weapons and any weapons licences may be included in the domestic violence order.

Forms and fact sheets

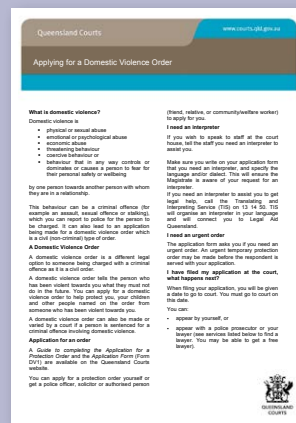
Click on the links below to open documents as separate pdfs

Safety form



Use this form if you have safety concerns about attending court.

Applying for a Domestic Violence order



This fact sheet has information for people applying for a domestic violence order.

There is an application for a Domestic Violence order against me



This fact sheet has information for people facing an application for a domestic violence order.

Fundamental principles of justice



This poster explains your rights as a victim of crime.

Resources and contacts

Domestic and Family Violence Services, funded by the Department of Communities, Child Safety and Disability Services

Brisbane Domestic Violence Advocacy Service.....	(07) 3217 2544
Cairns Regional Domestic Violence Service.....	(07) 4033 6100
Caboolture Regional Domestic Violence Service.....	(07) 5498 9533
Domestic Violence Service of Central Queensland (Emerald).....	(07) 4982 4288
Domestic Violence Prevention Centre Gold Coast.....	(07) 5532 9000
Northern Gold Coast Domestic and Family Violence Outreach Centre.....	(07) 5591 4222
Domestic Violence Resource Service (Mackay and Region).....	(07) 4957 3888
Ipswich Women's Centre Against Domestic Violence.....	(07) 3816 3000
Centacare Safer Families Support Service (Roma).....	(07) 4622 5230
Working Against Violence Support Service (Logan City).....	(07) 3808 5566
Domestic and Family Violence Prevention Service (Toowoomba).....	(07) 4639 3605
Suncoast Cooloola Outreach Prevention and Education.....	(07) 5430 9300
North Queensland Domestic Violence Resource Service (Townsville).....	(07) 4721 2888

Statewide

DV Connect – Women's Line.....	1800 811 811
DV Connect – Men's Line.....	1800 600 636

Legal Services

Legal Aid Queensland – State-wide Hotline.....	1300 651 188
Indigenous Infoline.....	1300 650 143
Violence Prevention and Women's Advocacy.....	(07) 3238 3425
Western Queensland Justice Network.....	1300 651 188
Women's Legal Service.....	(07) 3392 0670 (freecall outside Brisbane)..... 1800 677 278
North Queensland Women's Legal Service.....	1800 244 504
Caxton Legal Service.....	(07) 3254 1811
Queensland Law Society hotline.....	1300 367 757
Queensland Association of Independent Legal Services.....	(07) 3392 0092

Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service (ATSIWLAS).....	(07) 3720 9089
(freecall outside Brisbane).....	1800 442 450

Seniors' Legal and Support Service

Brisbane.....	(07) 3214 6333
Cairns.....	(07) 4031 7179
Hervey Bay.....	(07) 4124 6863
Toowoomba.....	(07) 4616 9700
Townsville.....	(07) 4721 5511

Lesbian, Gay, Bisexual, Trans, Intersex Legal Service Inc

Telephone.....	0401 936 232
Website.....	www.lgbtilegalservice.org

Translating and Interpreting Services

Translating and Interpreter Service (TIS).....	131 450
Advanced booking.....	1300 655 081
Deaf Services Queensland.....	(07) 3892 8500

Other

National Enquiry Centre, Family Law Court.....	1300 352 000
Victim Assist Queensland, LinkUP Information Officers.....	1300 546 587
Elder Abuse Prevention Hotline.....	1300 651 193
Residential Tenancies Authority.....	(07) 3046 5400
Immigrant Women's Support Service – DV Program.....	(07) 3846 3490
Lifeline (24 hours 7 days).....	13 11 14
Working Alongside People with Intellectual and Learning Disabilities (WWILD).....	(07) 3262 9877
Disability Services Queensland.....	13 74 68 (freecall from landline outside Brisbane)..... 1800 177 120
Queensland Aged and Disability Advocacy Inc.....	13 74 68 (freecall from landline outside Brisbane)..... 1800 818 338
Women's Infolink.....	13 74 68 (freecall from landline)..... 1800 177 577