



the**purple**book



About this Book

Most people in intimate relationships disagree about things from time to time and this is normal. In a healthy relationship both parties treat each other as equals, both parties should be able to put forward their different points of view or concerns and feel comfortable discussing them together. In a relationship where domestic and family violence is present, it is very different as one person in the relationship uses abuse and/or violence to control the other person through fear.

If you are experiencing domestic violence, getting the right support to be safe is important. At the Domestic Violence Resource Service - Mackay and Region we recognise the challenges and barriers those who experience domestic and family violence may face. The service is free and confidential and provides support, information and referral.

Violence against women and children is never acceptable and cannot be excused for any reason. Women and children who experience it are not to blame for another's violent behaviour.

The Purple Book contains general information that may assist you to make some decisions about your situation, however we recommend that you seek assistance and support. A list of useful numbers and websites is included at the back of the book.

We acknowledge the Queensland Government who provided the funding for the development and printing of the book.

We thank DVPCGC for their generosity in giving women throughout Mackay and Regions access to The Purple Book.

We hope you find this resource informative and useful.

Domestic and family violence has a profound impact on individuals and families. We dedicate this resource to everyone who is or has been affected by domestic and family violence.

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Counselling / Administration: (07) 4953 1788
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WHAT WE DO

The Domestic Violence Resource Service - Mackay and Region offers **FREE** counselling, support, information and referral for women and their children who have or are experiencing domestic and family violence and sexual assault.

The service is confidential but a duty of care applies and information can be subpoenaed by a court with jurisdiction.

The Purple Book was created by the Domestic Violence Prevention Centre GC Inc. in May 2015. Permission for the reproduction and limited alteration of its contents was obtained in June 2019.

Graphic Design by Ignite Art & Design - www.igniteartanddesign.com.au

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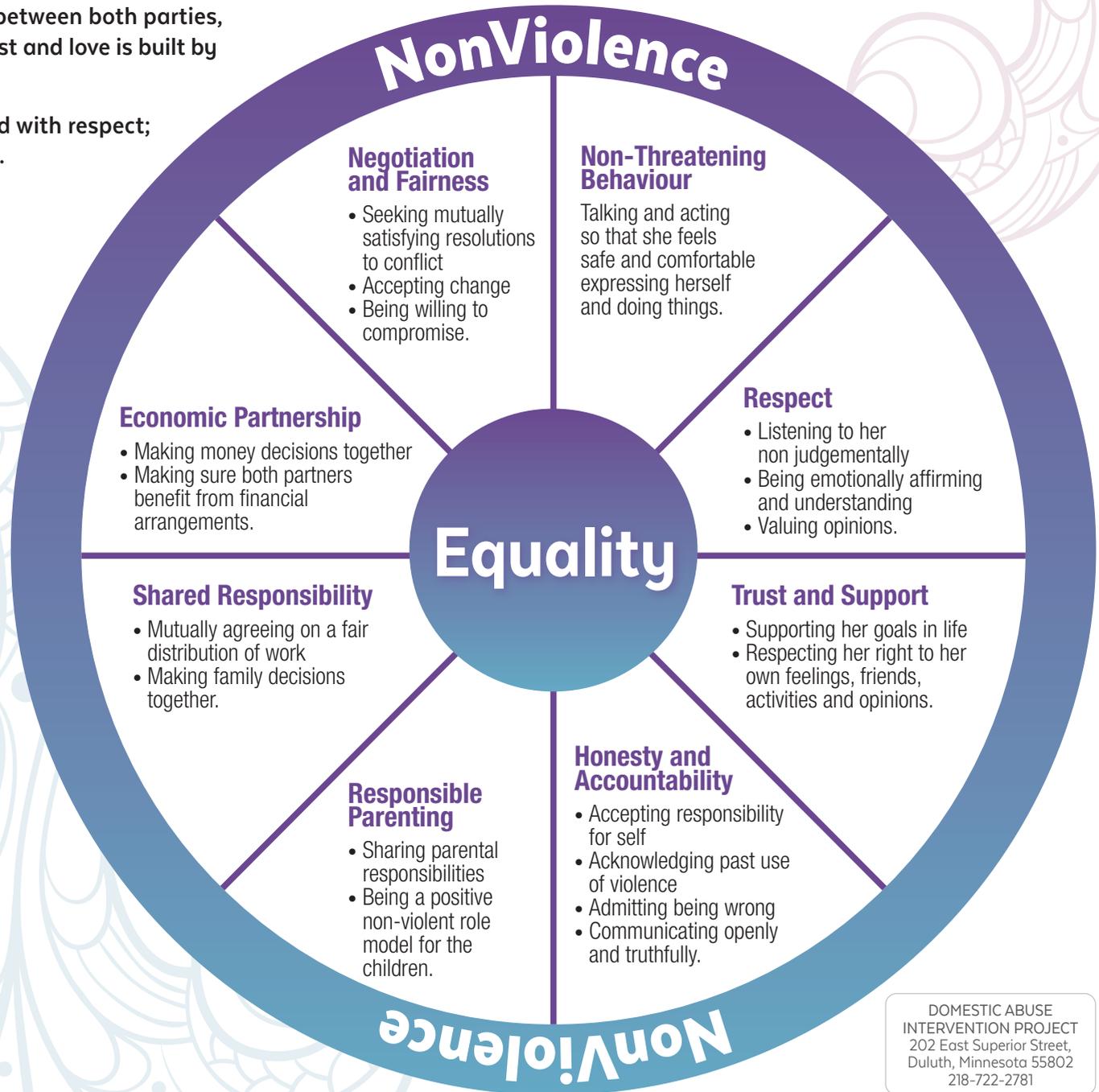
Section 1

Healthy Relationships

In a healthy relationship power is shared equally between both parties, neither partner has to be in control of the other. Trust and love is built by equality between the couple.

Both parties feel comfortable, safe and are treated with respect; there is never abuse or violence in the relationship.

NonViolence Equality Wheel



DOMESTIC ABUSE
INTERVENTION PROJECT
202 East Superior Street,
Duluth, Minnesota 55802
218-722-2781

What is Domestic Violence?

Threats and Intimidation are key elements in domestic violence and are powerful ways to control you and make you feel powerless and afraid. This can include smashing things, destroying possessions, putting a fist through the wall, handling of guns, knives or other weapons, using intimidating body language (angry looks, raised voice), hostile questioning of, reckless driving of vehicle. They may also threaten to commit suicide or harm or take the children. It may also include harassing you at your workplace, persistent phone calls or sending text messages or emails, following you to and from work, or loitering near your workplace or home.

Verbal abuse: Includes screaming, swearing, shouting, put-downs, name-calling, and using sarcasm, ridiculing your beliefs, opinions or cultural background. It is aimed at destroying your sense of self.

Physical abuse: Includes pushing, shoving, hitting, slapping, strangulation, hair-pulling, punching etc. and can involve the use of weapons including guns, knives or other objects.

Emotional abuse: Behaviour that deliberately undermines your self-esteem and confidence, leading you to believe you are stupid, or 'a bad mother', useless going crazy or are insane. Threats may include harm to you, self, children or others or silence and withdrawal as a means to abuse. This type of abuse humiliates, degrades and demeans.

Social abuse: Includes isolating you from your social networks and supports either by preventing you from having contact with family or friends or by verbally or physically abusing you in public or in front of others. It may be continually putting friends and family down so you slowly disconnect from your support network.

Economic abuse: Results in you being financially dependent. It includes being denied access to money, including your own, demanding that you and the children live on inadequate resources. It can also include being forced to sign loans and being responsible for debts that you have not incurred.

What is Domestic Violence?

Sexual abuse: Includes a range of unwanted sexual behaviours including forcing or coercing you to watch pornography, forced sexual contact, rape, forcing you to perform sexual acts that cause pain or humiliation, forcing you to have sex with others, or causing injury to your sexual organs.

Cultural and Spiritual abuse: Includes ridiculing or putting down your beliefs and culture, preventing you from belonging to, or taking part in a group that is important to your spiritual beliefs, or practising your religion.

Other forms of abuse may include:

Controlling behaviours: Includes dictating what you do, not allowing you to express your feelings or thoughts, not allowing you any privacy, forcing you to go without food or water.

Separation violence: Often after the relationship has ended violence may continue, this can be a very dangerous time for you because the perpetrator may perceive a loss of control and may become more unpredictable. During and after separation is often a time when violence will escalate leaving you more unsafe than previously.

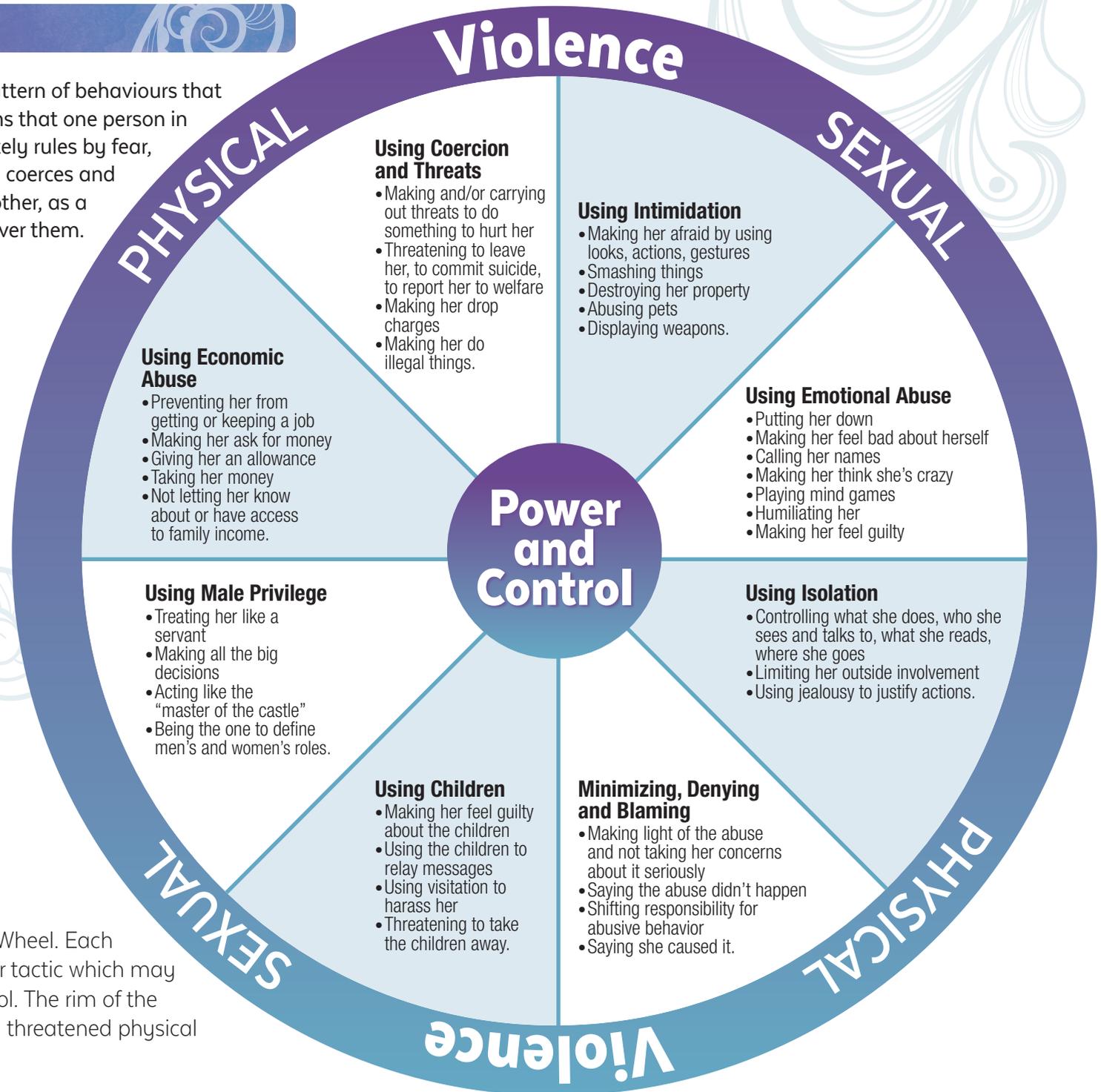
Stalking: Stalking includes loitering around places you are known to frequent, watching you, following you, making persistent telephone calls, emails, texts and sending mail including unwanted love letters, cards and gifts.

Cyber Abuse: The use of social media, emails or technology to stalk abuse or intimidate you. It might include posting pictures, videos or information about you.

Spousal homicide: The death of the victim directly attributed to domestic violence. 7 to 10 women murdered in Australia are victims of family violence. (Chan and Payne 2013)

Power & Control Wheel

Domestic violence generally occurs as a pattern of behaviours that are linked by **power and control**. This means that one person in the relationship intentionally and deliberately rules by fear, suppresses the others free will, intimidates, coerces and threatens to or actually does harm to the other, as a way and means to control or have power over them.



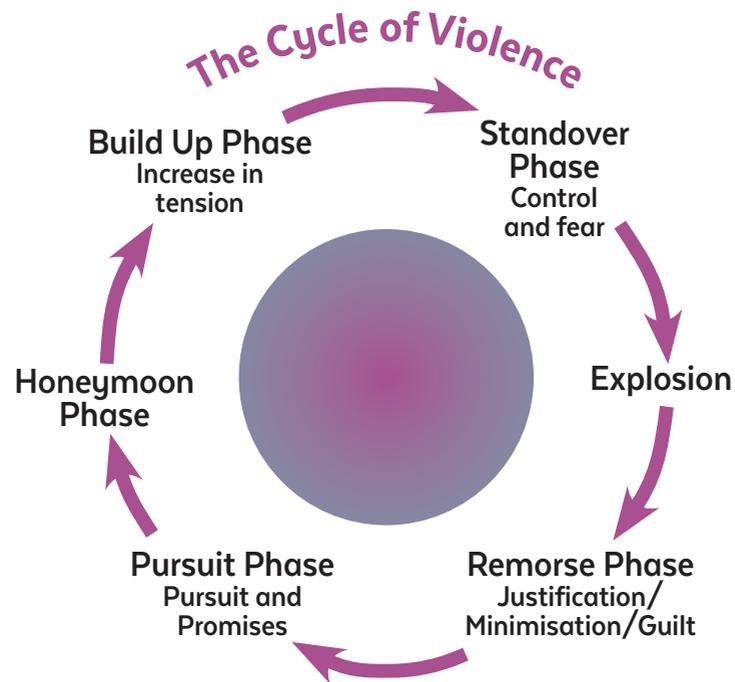
Power and Control is at the centre of the Wheel. Each spoke of the Wheel represents a particular tactic which may be used by the person who is using control. The rim of the Wheel that holds it together is actual and threatened physical and sexual violence.

Cycle of Violence

Many people who experience domestic violence describe the abuse that they endured as happening in a cycle, meaning that there seems to be a pattern that occurs.

Developed by Dr Lenore Walker in the United States in 1979, the Cycle of Violence illustrates the cyclical nature of abuse and helps to explain how the behaviour of a person using domestic violence can change.

Not all women experience the cycle of violence in the same way and a cycle can take place in a day, a week or over months. Some people may experience some stages of the cycle or not at all.



Source: Lenore Walker (1979) USA

Cycle of Violence

The Build Up Phase

Tensions escalate, abuse increases and behaviour is often volatile and unpredictable.

Stand over Phase

The perpetrators behaviour escalates. You may feel frightened, that you are walking on egg shells and that anything you do will only worsen the situation.

Explosion

The explosion stage marks the peak of the violence or violent episode.

Remorse Phase

The perpetrator may feel ashamed or remorseful about what they have done. They may retreat from the relationship and/or attempt to justify their actions.

Pursuit Phase

In this stage the perpetrator may promise that they will never be violent again. They may become attentive, making promises to change or seek help, give gifts and seek your commitment to the relationship and to them. They may try to rationalise their behaviour, blame work or other stress, or offer to make changes or stop using drugs or alcohol.

Honeymoon Phase

Both the victim and perpetrator in the relationship may now be in denial about the abuse and may have re-committed to the relationship. They may both choose not to consider the possibility that violence may occur again.

After some time the honeymoon phase will end and the cycle will begin again.

Theories can help us understand complex issues such as domestic and family violence. The cycle of violence is one theory to describe the behaviours that can occur in a relationship where domestic violence is being perpetrated by one person/partner against the other. However, there are other theories that may better align with your experience and understanding of domestic and family violence.

If you are experiencing domestic and family violence, even if it does not conform to the cycle of violence or another theory, we encourage you to speak to a specialist domestic violence support agency.

Signs of an Abusive Relationship

The following is a checklist of warning signals that may assist you to identify if you are in an abusive relationship.

If you check any of the following boxes, it is likely that your partner may be choosing to use a form of power and control over you, and we encourage you to speak to a specialist domestic violence support agency.

Emotional and psychological abuse

- Does your partner call you names or make you feel bad about the way you look?
- Does your partner verbally degrade your self-worth by constantly putting you down?
- Has your partner ever humiliated you in front of friends, family or in public?
- Has your partner ever threatened to have you “committed” or tell others you are crazy?
- Has your partner ever played mind games with you?

Physical abuse

- Has your partner ever pushed, shoved, slapped, pinched, punched, or physically hurt you?
- Does your partner have a history of using violence with others?
- Has your partner ever attempted to strangle you or grabbed you around the throat or neck?
- Has your partner ever physically harmed you while you were pregnant?
- Has your partner ever stopped you from gaining access to medication/medical assistance?

Using male privilege

- Does your partner always see themselves as superior or always right?
- Does your partner treat you like you a possession that can be owned?
- Does your partner insist on making all the big decisions?
- Has your partner ever told you what to wear, read, or restricted where you can go and who you can talk to?
- Does your partner monitor and control the financial matters including spending, bills, assets, loans and bank accounts?

Using coercion and threats

- Does your partner use force or coercion to make you do things against your will?
- Has your partner threatened to hurt the children, friends, family members or pets?
- Has your partner threatened to report you to Centrelink, Taxation Department, Immigration, Corrections, Police, Child Safety, Employers or others?
- Has your partner ever threatened to leave you, harm themselves or commit suicide?
- Has your partner ever insisted you dress more or less sexually than you want?
- Has your partner ever threatened to kill you and/or your children?

Using isolation

- Does your partner try to control your contact with your family and friends?
- Does your partner need to know where you are constantly?
- Does your partner insist that you are always at home, only let you out of the house if they are with you or insist on knowing where you are going?
- Does your partner monitor or limit your phone calls, conversations and Facebook, internet access, emails?
- Does your partner check the mileage on the car to see if they can work out where you have been or who you have seen?
- Does your partner check your browser history, phone calls or messages?

Sexual abuse

- Does your partner pressure you to have sex which is unpleasant, pressured or forced?
- Has your partner ever made you do something very humiliating or degrading?
- Has your partner ever made you have sex after emotional or physical abuse or when you are sick?
- Has your partner ever forced you to have unprotected sex?
- Has your partner ever forced you to engage in sexual practices without your consent?
- Has your partner ever drugged you, filmed you while having sex, shared images or uploaded sexual images of you to the internet without your consent?
- Has your partner ever forced you to have sex with objects, others or animals?
- Has your partner ever forced or coerced you into watching pornography or re-enacting scenes from pornography?
- Does your partner negatively compare you to women who are featured in videos or photos that are pornographic or sexually explicit?

Minimising, denying and blaming

- Does your partner blame you for their anger and violence, saying it was your fault?
- Does your partner say that you were “asking for it” after physically hitting or abusing you?
- Does your partner deny using violence afterwards?
- Does your partner say the violence “wasn’t really that bad”?

Using Intimidation

- Does your partner damage or destroy your belongings or break things around the house?
- Has your partner ever punched holes in the walls or doors?
- Is your partner easily angered and prone to sudden mood swings?
- Does your talking to others result in unfounded jealousy and suspicion that is out of proportion?

Economic abuse

- Has your partner ever taken away your money or controlled how you spend it?
- Has your partner ever refused to pay the household bills or to give any money towards them?
- Has your partner ever threatened to withdraw financial support?
- Has your partner ever prevented you from working or jeopardised your employment?

Using the children

- Has your partner told you that you would lose custody or never see the children again?
- Does your partner question the children to find out information about you?
- Has your partner ever forced or manipulated the children into hurting you physically or emotionally?
- Has your partner ever sought to destroy or undermine your relationship with your children?

Technology abuse

- Has your partner ever made you, or made you feel you had to share your passwords with him?
- Has your partner used technology to track or monitor your movements?
- Has your partner ever posted embarrassing pictures or sent harassing or threatening messages on Facebook or other social media platforms?
- Has your partner ever changed your passwords without your consent to stop you having access to accounts?
- Has your partner ever stopped you from getting or sending emails to family or friends?
- Has your partner ever used your profile on social media and pretended to be you?

If you are worried about the behaviour of your partner please contact a specialist domestic and family violence service to discuss your concerns.

Effects of Domestic Violence

Domestic violence can have a significant impact on your health and well-being both in the immediate and longer term, continuing even after the relationship has ended. The psychological consequences of violence can be as serious as the physical effects.

They may include:

- Physical injuries – such as cuts, scrapes and bruises, fractures, dislocated bones
- Hearing or vision loss
- Miscarriage or early delivery
- Sexually transmitted diseases
- Stress related illnesses
- Depression
- Anxiety
- Sleep disturbances
- Confusion
- Low self esteem
- Concentration difficulties
- Feelings of helplessness
- Alcohol and substance use/misuse
- Hypervigilance
- Difficulty making decisions

If you are concerned about your health please talk to a health professional.

“ There is mounting evidence that domestic violence has long term negative consequences for survivors even after the abuse has ended.

(Campbell et al 2002)

Information for women...

Information for Aboriginal women

Aboriginal women continue to report higher levels of physical violence during their lifetime than do non-Aboriginal women.

The close-knit nature of the Aboriginal Community with its kinship networks means that family violence has the potential to affect a wide circle of people. As an Aboriginal woman you may be concerned about shame and the impact speaking about or doing something about the domestic violence on your family and community. Your obligations and loyalties may make it even more difficult to leave.

A specialist Domestic Violence service can provide you with confidential information and support without pressure or judgement about your choices. They can help you work out ways that you and your children can be safer and help you, if you want to, make contact with an Aboriginal support agency.

Women with a disability

Women with a disability experience domestic and family violence at high rates and may also experience barriers to accessing support or justice outcomes.

Seeking support can be particularly complex particularly when the perpetrator is also your carer or support person. This can also make the decision to leave a violent relationship very difficult.

A specialist Domestic Violence service recognises and understands some of the challenges that a woman with a disability who experiences domestic and family violence may face. They can provide you with support in relation to the domestic violence and assist you to link with disability support agencies and advocacy services.

Information for women from a CALD Background

As a woman from a culturally and linguistically diverse background who has experienced domestic violence you may be feeling extremely vulnerable and isolated. You may also have experienced challenges and barriers in finding out about what to do or where you can get help. You may also be concerned about your residency or citizenship status and what might happen if you report the violence.

A specialist Domestic Violence service can provide support, information and referral and can assist you using a professional interpreter if you want to. There are a number of other agencies such as The Immigrant Women's Support Service that have information available in languages other than English. Their contact details are in the back of this book.

Information for Women in Same Sex Relationships

Domestic Violence in LGBT relationships is estimated to occur at approximately the same rates as heterosexual relationships. It is believed that incidents of violence are often unreported because women are reluctant to reveal their sexual identity or seek support from systems that are challenged by and not set up to support individuals who do not identify as straight or within existing gender constructs.

Women who are in same sex relationships who are experiencing domestic violence may be threatened by "outing" as a means of control and coercion. They may also be concerned about seeking support, fearful of their privacy and the impact on their relationships with families, workplaces and friends.

While the tactics of power and control are the same for same sex and heterosexual relationships other tactics particular to same sex relationships include:

Using Emotional Abuse by humiliating you and questioning whether you are a "real" lesbian or woman

Using Coercion and Threats and threatening to out you to family, friends and colleagues or threatening to leave, harm themselves or suicide

Denying, Minimising and Blaming by accusing you of mutual abuse and trying to normalise it as normal behaviour in same sex relationships

Using Privilege by defining roles or duties in the relationship and using the systems against you to cut off or limit your access to resources

Using intimidation by looks and actions used to reinforce homophobic or transphobic control

Using isolation and acting jealously about past partners and saying no-one will believe you about the violence or trust you because you are lesbian, gay, transgender or bisexual

Using Children by threatening to tell the authorities or ex -spouse that you are lesbian, gay, transgender or bisexual and making you feel guilty about the children.

What about women who use Violence

Whilst the use of violence is never condoned it is helpful to understand that the violence used by women against their male partners can take several forms:

Self-defence when a woman uses as much force as is reasonably necessary to defend herself against an assault in an effort to protect herself from further violence.

Retaliatory violence describes a situation where a woman hits back after experiencing a long history of violence and abuse from her partner. Although she may use violence in this incidence, she is not the most powerful or most dangerous person in the relationship. She may continue to fear for her safety.

There are a small percentage of relationships where women use violence as a pattern of abuse using power and control against their partners. However, statistics compiled from Police reports, Hospital Accident and Emergency Departments, Court data, and Domestic Violence Counselling Services suggests these types of relationships are only a small minority.

As it is for women, it can be difficult for men to reach out to seek help to become safe as they may feel ashamed or are embarrassed to talk about it.

Domestic Violence during Pregnancy

Unfortunately for many women, pregnancy can be the beginning or escalation of domestic violence in their relationship. Research has shown that many women experience domestic violence during pregnancy and for some women their first experience of domestic violence occurs during their pregnancy.

If you are pregnant, the abuse is dangerous not only to you but also to your baby, especially if you sustain a blow to the abdomen. Studies show that intimate partner violence during pregnancy is associated with an increased risk of miscarriage, low birth weight babies and fetal injury or even death.

Further studies also show that women who experience violence during pregnancy have an increased risk of experiencing post-natal depression.

Warning signs

- Does your partner act like he is jealous of the baby?
- Does your partner threaten to take your baby when it is born?
- Does your partner try to harm your baby by striking, pushing, poking or twisting your stomach?
- Does your partner prevent you from seeing your doctor or obstetrician?
- Does your partner question the paternity of the baby saying he is not the father?
- Does your partner call you names such as “stupid”, “bitch”, “fat”, “ugly”?

If you recognise any of the warning signs then you may be in a dangerous situation. You can call a specialist Domestic Violence Service for support, counselling, and referrals to local resources.

“Domestic Violence is relatively common during pregnancy.”

(Burch and Gallop 2004)

Effects of Domestic Violence on Children

The effects of domestic and family violence are experienced by all family members. Children who witness violence experience the same fear, intimidation and threat to their safety that you experience.

Children can be witnesses to violence, experience the violence and may be co-opted into perpetrating violence.

Studies show that children who witness domestic violence are more likely to:

- Display aggressive and/or socially inappropriate behaviours
- Have diminished self-esteem and self-worth
- Have poor academic performance, problem solving skills and concentration
- Show emotional distress, phobias, anxiety or depression
- Have physical illness or concerns

As a consequence of the violence they may:

- Avoid having friends over in case violence occurs
- Be distrusting of adults
- Feel guilt, shame and feel responsible for the violence and for stopping it
- Learn inappropriate behaviours
- Copy the aggressive behaviour of the perpetrator
- Learn to comply, keep quiet and not express feelings
- Learn to keep secrets and “keep up appearances”

“Children who live with and are aware of violence in the home face many challenges and risks that can last throughout their lives.”

(Behind Closed Doors, Unicef 2008)

Impact of Domestic Violence on Parenting

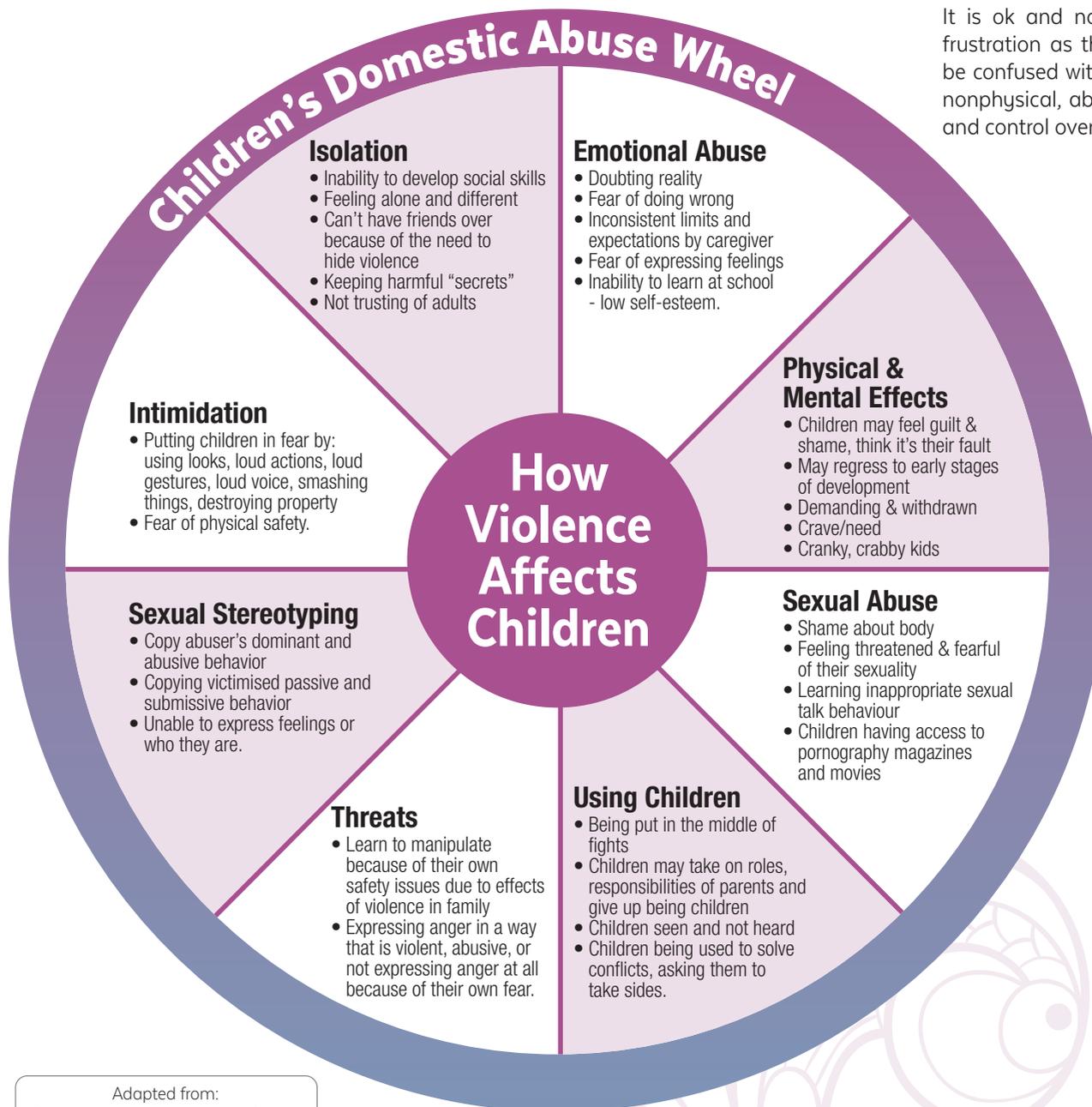
When domestic violence occurs in a family there is an impact on the mother and child relationship. As a mother your confidence in your parenting abilities and your connection with your children may have been negatively affected. The way that you mother and nurture your children may have had to change in order to keep your children and yourself safe.

The perpetrator may also be actively undermining you as a mother and your relationship with your children. Tactics used may include:

- Preventing you from attending to your baby or child when they need help or comfort
- Putting you down or ridiculing you in front of them
- Co-opting them into insulting you eg “Tell mummy how stupid she is”
- Undermining her authority by making statements like “It doesn’t matter what mummy said I am the boss in this house”
- Blaming the mother for bad things happening eg. “it’s all mummy’s fault ...”
- Telling the children that the mother doesn’t love them or care for them
- Hurting the children and stopping the mother from protecting or soothing them
- Bribing with gifts and treats and comparing themselves to the mother – “mummy doesn’t buy you these – only daddy takes you to fun places”, etc.

In order to rebuild your relationship with your children you can:

- Work at keeping the channels of communication open by being present and listening to their concerns
- Let your children know that you love them
- Take time to do fun things as a family
- Model non-violent problem solving techniques
- Reinforce positive behaviours
- Encourage and support your children if they want to get counselling
- Design a safety plan with your children.



It is ok and normal for adolescents to demonstrate healthy anger conflict and frustration as they move from childhood through to adulthood, anger should not be confused with violence. Violence is about behaviour and it may take the form of nonphysical, abusive behaviour or physical violence that is intended to have power and control over their mother and siblings.

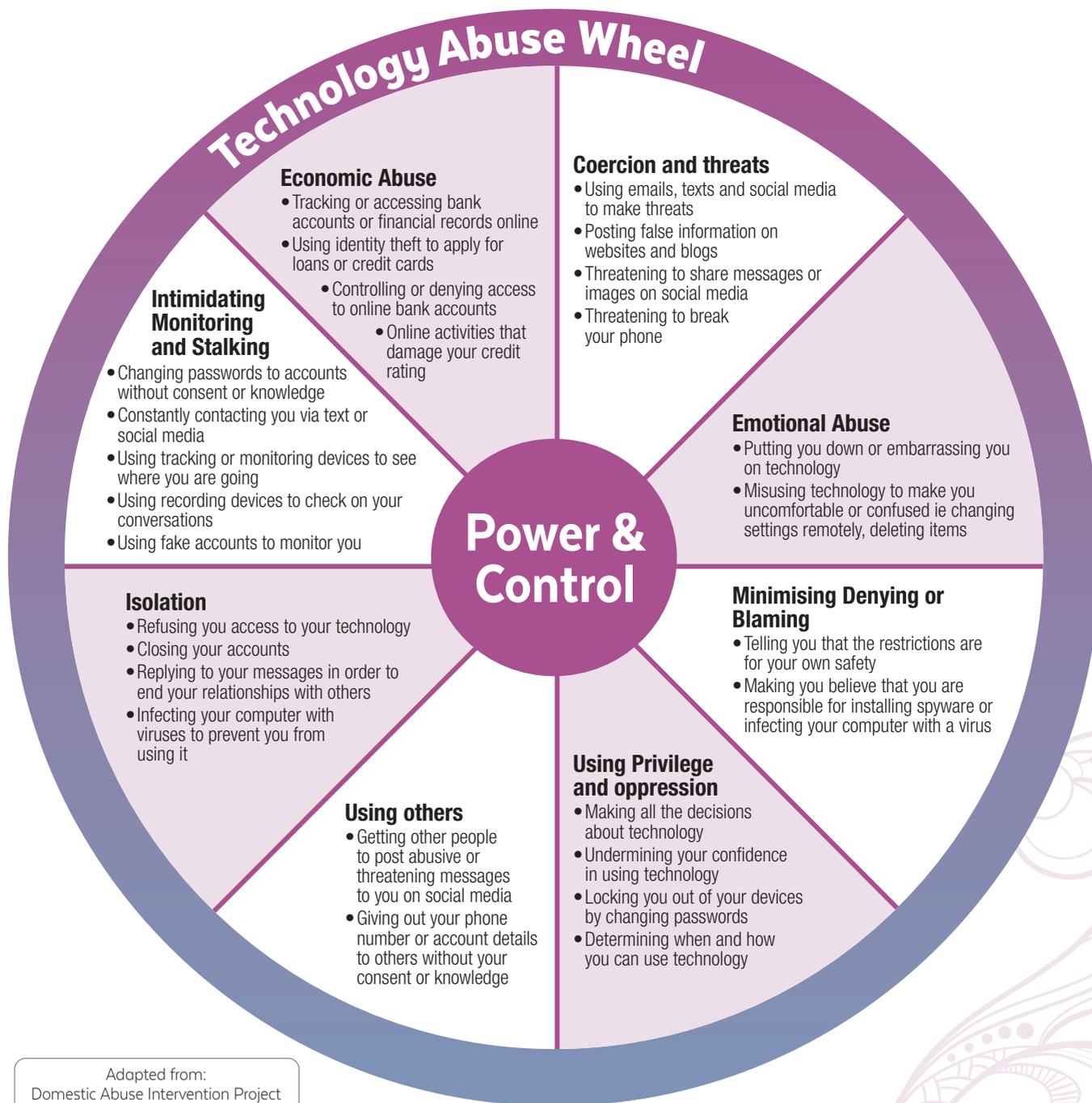
Abusive behaviour may include:

- Yelling, screaming and swearing
- Making intimidating and insulting comments
- Belittling and humiliating comments or behaviour
- Playing mind games such as threatening to run away or hurt themselves
- Pushing, hitting, throwing objects
- Breaking property
- Hurting pets

Many parents feel ashamed, disappointed and upset if their child is abusive and find it hard to admit that their child is acting violently. They may be fearful and feel like they are walking on eggshells and change their behaviour to avoid conflict. Many parents also feel conflicted and are reluctant to seek support or call the police. Many mothers feel alone, guilty and a failure as a mother.

Adolescent abuse shares many characteristics with domestic violence perpetrated by an intimate partner as it uses power and control and is cyclical in nature. As with domestic violence, you may need to develop a safety plan in place to increase your safety. Although it may be challenging, do not keep the abuse secret or take responsibility for the violence.

Family violence can also occur between siblings and across generations, parent to adult child and adult child to older parent. Many of the tactics used by the person are the same or can be very similar to those used by perpetrators of domestic violence and can include physical, emotional, psychological, social, financial and sexual abuse. Violence in any relationship is not acceptable. If you are concerned about violence and abuse in your intimate or family relationships, seek support from a specialist domestic violence service.



Keeping your details and whereabouts restricted can be difficult especially if you use social media to share information or photos.

To avoid unintended sharing of information about you on social media such as Facebook, Instagram or Snapchat you need to:

- Do not have location services switched on in your phone or ipad or any other device that you use to photograph, make calls or send messages
- Ensure your privacy settings are set appropriately on Facebook so that you cannot be tagged in photos without your permission and your posts shared to people you do not want
- Do not accept friend requests from people you do not know or do not know well
- Speak to people that you are friends with on Facebook and tell them what you want and block people who are not willing to meet your requests
- Logout every time you access social media and do not share your passwords with anyone.

Maintaining your Privacy and Safety

Keeping your new location private and undisclosed

Some women who have left a violent relationship may choose to keep their new contact details private. This may increase their sense of safety and security. If this is what you want, it is important that you explain this to all the people that you share your new details with and ask that they respect your need for privacy. You may choose to use a post office box address for your mail and on documents. You can also apply to have your address withheld on the electoral role.

Safety Tips for Smartphones

Your mobile phone is an important safety device. We suggest you have your phone fully charged and with you at all times. However, your phone can also be used to track your location, to listen in on your conversations and to eavesdrop on your text messages and emails.

To help you stay safe:

- Lock your smartphone and do not give the PIN to anyone.
- Turn off the GPS (location settings) on your phone and Facebook.
- Turn off Bluetooth on your phone when not in use.
- Avoid buying or using a “jail-broken” phone as this phone will be more vulnerable to spyware.
- Talk to close friends and family members; ask them to have their phone on standby in case of an emergency call. You may want to have a ‘safe’ word/phrase to let them know you’re in trouble.
- Memorise useful numbers such as DV Connect (1800 811 811), DVRS - Mackay and Region (07 4953 1788, and family members. Remember, your phone is usually the first casualty in a violent struggle.

Smart phones with internet capability are the most vulnerable to being used to spy and monitor you. Spyware can be installed on a smart phone with relative ease and will enable another person to track calls, location, conversations, emails and browsing history. Spyware can also turn your phone into a microphone, allowing the perpetrator to hear everything you’re saying...even with the phone turned off.

If you are concerned that your phone has spyware installed take the phone to your service provider and ask them to investigate for you.

If you do want to be certain that a conversation is not recorded or overheard you should remove the battery, if possible, from the phone or leave it at another location.

Old fashioned mobile phones without internet capability are still available and cheap and allow you to receive and make calls and are not able to be tracked or hacked.

If you suspect that your partner is monitoring you, **DON'T** suddenly change your phone or computer habits. For example, don't erase your entire browsing history on your computer. Instead, you can browse for jobs, housing or DV support in “incognito” mode, meaning that internet sites your visit will not show up on your history. You can temporarily go “incognito” by pressing CTRL SHIFT N on your computer.

Section 2

If you have left or are thinking about leaving the relationship.

Leaving a violent relationship

If you are in a domestic violence situation the decision to leave is often a difficult one. After living with domestic violence your self esteem and self-confidence may be low. It may take time to feel positive and hopeful about the future. This is quite normal and to be expected.

Some people think it should be easy for a woman to leave a relationship where domestic violence is happening. The truth is it may be much harder to leave an abusive relationship than a nonabusive one. Some women may also choose not to leave the relationships as they believe this to be their safest option.

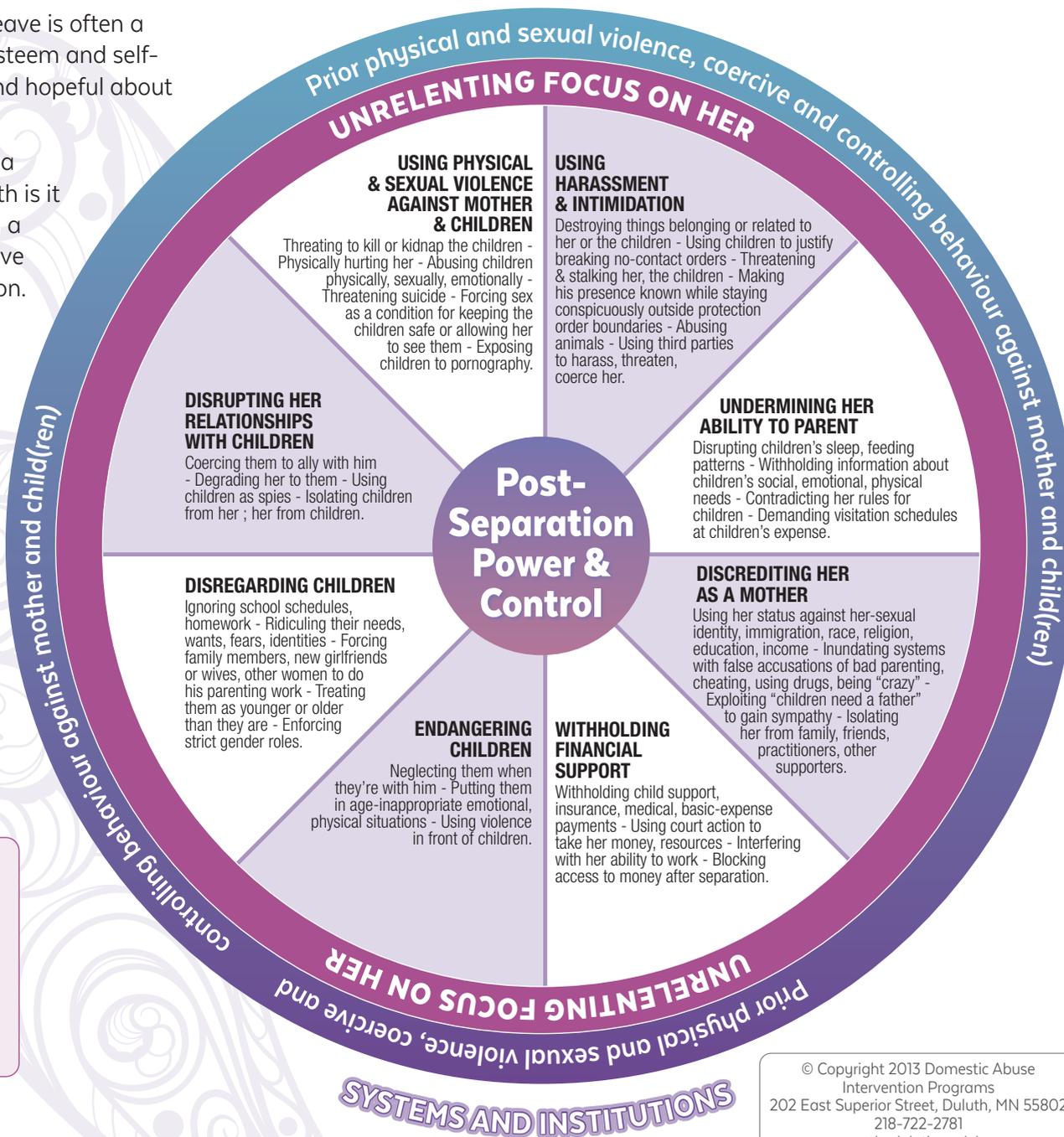
Women may leave and return a number of times before they are able to leave permanently. It is important to realise that leaving does not always mean you will become safe immediately. In fact you may be in the greatest danger from your partner's abuse at the time of separation. Any attempt to leave should be planned with the safety of you and your children in mind.

It is important to remember that whilst the challenges may seem overwhelming, many women have been able to leave abusive relationships and go on to have safe, healthy, happy fulfilling lives for themselves and their children.

Post Separation Power and Control Wheel

For many women leaving a relationship does not mean the end to the violence and abuse. The violence may escalate and can take on different forms. The Post Separation Power and Control Wheel can help you identify and recognise the tactics your former partner may be using.

Post Separation Violence



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Safety Planning

If you have decided to leave or have already done so, it is important that you have a safety plan to assist you and your children to be and stay safe. It may be helpful to think about and develop a safety plan prior to leaving, so you will know what to do if you are in a situation in the future where you and or your children are at risk of abuse or violence.

If you have left it is always important to review your safety plan and ensure that it is still relevant to you and your circumstances.

For your safety plan to work it is vital you don't let your partner see the plan, but it is a good idea to talk about it with someone you trust that is close to you.

Your partner may have a sense that something has changed, or may be about to change. It is important that you attempt to keep to your usual routines and activities.

It is important to understand that whilst you can take steps to avoid violence, you cannot stop the violence. The only person who can do that is the person who is violent.

Before you leave:

- Plan where you could go to be safe such as friends, family or a women's refuge. Always try to take the children with you.
- Only tell friends and family you are sure you can trust of your plans.
- Arrange your transport in advance, a lift from a friend or book a taxi
- Ask your GP to carefully note any evidence of injuries on your records.
- Make a list of personal papers and items you need to take with you. These may include:
 - Birth certificates for yourself and children
 - Marriage certificate
 - Domestic Violence Protection Order
 - Family Court Orders
 - Passports for yourself and children
 - Drivers licence
 - Insurance policies
 - Taxation, employment and Income documents
 - Centrelink card or number
 - School Records
 - Medicare card or number
 - Bank account numbers and statements
 - Bank Cards, cheque books, credit cards
 - Department of Immigration & Citizenship documentation
 - Medical records
 - Medication
 - Leases or Mortgages
 - Car Rego Papers
 - Jewellery
 - House keys
 - Phone numbers incase you cannot take your phone

Keep a small amount of cash to make emergency calls, key cards, house keys, essential medications and important papers together in a place where you can get them quickly or have someone else retrieve them. You may wish to have a copy of these left with someone you trust.

- If you do leave you can request police to accompany you back to the house to retrieve your personal possessions. Do not put your safety at risk to retrieve property or possessions.

Safety Planning

After you have left:

- Do you have a current Domestic Violence Order? Are the conditions relevant to you and your current situation? Do you need it amended or varied? If you have a Domestic Violence Order, then keep the paperwork or a screenshot with you at all times, stored in a secure place.
- Inform your children's school and/or child care centre who has permission to collect your child. If you have a family court order or a Domestic Violence Order, provide the school/child care centre with a copy.
- Arrange for your mail to be redirected to a post office box instead of your new address if you have moved.
- Consider reviewing your banking and postal arrangements.
- If possible try not to frequent places where you used to go. Use different shops and banks to those you used previously.
- Increase security on your house or unit
- Plan for extra safety between where you park your car and entering your home, e.g. an automatic garage door opener, safety lighting or removal of shrubs or trees in the area.
- Change the locks on your house and ensure the windows are secure. Have security chains fitted to all entry doors and make sure they are used at all times when the door is answered by you or your children.
- Arrange for your phone line to have calling number display/caller id and arrange for a private unlisted number.
- Keep a mobile phone with you at all times and pre-program any numbers you might need in an emergency; including the Police and DV Connect (1800 811 811 - 24 Hour Referral Line).
- Vary your travel routes to and from work.
- Tell neighbours that your partner does not live with you and ask them to call the police if he is seen near your house or if they hear an assault occurring.
- Tell your employer if you have a protection order and ask for your telephone calls at work to be screened.
- If your ex-partner breaches the protection order, telephone the Police and report the breach. If the Police do not help, contact your advocate or a legal service for assistance to access support with making a complaint.
- Contact the Australian Electoral Commission and ask for your name and address to be excluded from the published electoral role.
- Contact Centrelink or the Family Assistance Office to notify them of your change in circumstances.
- Attend a woman's domestic violence support group or counselling to help you grow stronger and understand what has happened to you.

Accommodation Options

Leaving a relationship can be made more difficult when there is the need to consider housing and accommodation. Every person's situation is different and there are now many different options to consider when making plans for the future. Thinking about your options prior to leaving is most preferable but there may be situations where you need to leave in a crisis.

Refuges (sometimes called shelters or safe houses) provide safe and secure accommodation for women and children escaping domestic violence. If you need to access a refuge you can stay for a couple of days if you are returning to your home, or for a couple of months, **each refuge is different so you will need to talk to the workers about their policies.** The location and details of refuges are confidential and not available to the public. It is a condition of entering most refuges that you understand that you cannot reveal the location of the refuge to ANYONE including your family. If there are no places available at the refuge or no refuges in your area, then you may be supported to stay in a motel or hotel for a few days. There are services that can help you access a refuge or motel at any time of the day.

If you are fleeing a DV situation and you need to access crisis accommodation you can contact DV Connect on 1800 811811. They operate 24 hours a day every day of the year.

Other services that may be able to assist can be found in Section 4 of this booklet.

“Refuges offer short term safe accommodation to women and children who are escaping domestic and family violence.”

Legal Protections

In Queensland the 'Domestic & Family Violence Protection Act 2012' provides protection to people who are experiencing domestic and family violence. The purpose of the Act is to provide safety and protection against further acts of domestic violence. It does this by seeking to restrict the behaviour of the person committing abuse or violence.

In Queensland a domestic violence order can be applied for, by you, at a courthouse by completing an application form. It can also be applied for by the Police, if they have attended an incident where violence or abuse has occurred.

A Domestic Violence Protection Order is a civil (not criminal) order made by the Magistrate's Court under the 'Domestic & Family Violence Protection Act 2012' (The "Act"). An Order will only be granted in Queensland for behaviour covered under the Domestic Violence Protection Act 2012.

The Order will refer to the perpetrator of the violence the "Respondent" and refer to you as the "Aggrieved".

There are two basic conditions are made on all Domestic Violence Orders they are that:

1. The Respondent must be of good behaviour towards the Aggrieved and not commit Domestic Violence; and
2. The Respondent must be of good behaviour towards any named person in the order and not commit an act of associated Domestic Violence against the person.

In addition to these standard conditions, the court can impose extra conditions to help protect the Aggrieved and others named on the order from further domestic and family violence. Other conditions may include preventing the Respondent from:

- Approaching the Aggrieved, or any place where the Aggrieved lives, works or frequents
- Contacting or attempting to contact the Aggrieved directly or indirectly (telephone, text messaging, email, post, social media etc)
- Remaining in a home where the Aggrieved and Respondent reside (this is known as an Ouster Order).

For the application of the order to be made final, the application has to be presented in a Magistrate's Court. This process can be different depending on whether the defendant agrees or disagrees with the order being in place. In some cases it may need to go to a Hearing where evidence from both sides is heard.

Service of a Protection Order

In the Mackay Court there are specialised domestic violence court advocates that can assist you during the court process by providing information and advocacy. They can also provide you with a quiet and safe place to meet with duty lawyers for legal advice or to wait in until your matter is heard. Advocates can also explain to you what to expect in Court and support you afterwards with what has occurred.

When you are attending Court, it is recommended that you bring along copies of any paperwork relating to your domestic violence matter and any material relating to Family Law agreements or orders relevant to your children.

Once a Domestic Violence Protection Order has been made, it needs to be served by police on the Respondent. The order will not be in place until the Respondent is served, and you will not be protected by the order. It may take up to 5 days or longer to serve the order depending on how quickly Police can locate the Respondent. However, if further incidents of domestic violence occur whilst you are waiting for the order to be served, you should still report the incident to the police. Be sure to tell them you have a protection order however you are uncertain whether it has been served.

New laws were introduced on 25 November 2017 under the National Domestic Violence Order Scheme so that any domestic violence orders (DVO's) that were issued in that state or territory are now recognisable and enforceable nationwide.

If you have a current DVO that was issued prior to 25 November 2017 it can become nationally recognised by applying to a court. It does not have to be in the state or at the Court that the DVO was issued.

Local courts across Australia can also amend a nationally recognised DVO regardless of which state it was issued.

If you have moved to Australia from New Zealand you will need to register your order in Australia by taking a copy of the order and evidence that the order has been served on the respondent, to the clerk of the court at the local courthouse where you reside.

Reporting a Breach of the Order

A 'breach' occurs when the Respondent either personally, or through another person, commits any act which disobeys any of the conditions on the order. It needs to be proven that the Respondent knew about the order and the conditions on the order before they can be charged. You will need to report the matter to the police and you may be asked to give a statement. This statement would detail what happened, when and where it happened and if there were any witnesses present.

The Respondent can then be charged with a breach of the Domestic Violence Order. It is a criminal offence to breach a Domestic Violence Order. If you believe that your order has been breached, record all details. Try to keep as much evidence as possible including what happened, when and where it happened and the names of any witnesses.

If the police charge the Respondent with a breach of the Protection Order they will be arrested and brought before a Magistrate at the Courthouse. If the Respondent pleads guilty they will be sentenced. Depending on the circumstances of the case, the Respondent may be either given a Fine, ordered to complete a Men's Domestic Violence Education Program, given a community service order or given a prison sentence.

If the Respondent pleads not guilty the matter will be sent to a trial or hearing. If the matter is sent to trial you may be required to give evidence at Court.

A respondent who breaches or disobeys an order commits a criminal offence.

(Dept. of Communities, Child Safety and Disability Services Info Sheet)

Staying Safe

Even after leaving a relationship where domestic violence has occurred, many women may find that they may need to continue to stay aware of issues relating to their safety, privacy and confidentiality.

Family Law

After you have left the relationship you may need to continue having contact with your former partner if he has shared care of the children or has regular contact with them. The conditions that he spends time with the children may be the subject of a Family Law Order or included in a Parenting Plan.

It is important that you are mindful of the children's and your safety at all times. If you are concerned you can arrange to meet in a public place to do the handover such as a police station or a family contact centre. You can also bring a third party for support or to witness if any violence or abuse occurs.

If violence or abuse occurs and you have a DVO, this is a breach and the details need to be recorded and reported to the Police.

If you are concerned about the safety of your children, help them to develop a safety plan. The children's workers at a specialist Domestic Violence service may be able to assist them to do this.

In the event that the children are at risk of violence or abuse if they continue to see the other party, then seek urgent legal advice.

If you decide to leave the family home and move to another area including across the border, it is important you check that you do not breach the conditions of your Family Law Orders.

Ongoing contact with extended family

Sometimes when you leave a relationship you also place at risk the relationship you had with family members of your former partner. Many people want to maintain contact and connection with the extended family.

If you are hoping to maintain contact, you always need to consider the safety of yourself and the children when making a decision. This decision is also something that you can review if the circumstances change.

You may also choose not to have contact yourself or only limited contact with the extended family but there may be Family Law Orders in place that direct children to maintain contact with their grandparents, aunts, uncles and cousins. It can sometimes be challenging, especially if you are concerned about the dynamics and activities of the family. It is important that you seek advice to ensure that your actions do not breach the Family Law Court Order.

Looking After Yourself Emotionally

Leaving a relationship can be difficult, even if it was abusive or not. Making the transition can be hard and there will be many challenges you may face. When you have left an abusive relationship it is important that you get support to help you deal with your experiences to assist you through any legal processes and to help keep you and your children safe.

When you leave a relationship, you may feel the loss of identity and mourn your relationship.

It might take some time before you start to feel safe and confident to make decisions about your future, concerned that you might make mistakes. You may feel your emotions very strongly and might experience feelings of anger, betrayal, grief, joy and freedom. The feelings you are experiencing may be overwhelming, contradictory and unexpected. This is very normal and these feelings are just part of the transition process.

Some of the feelings you may experience are:

GRIEF - This is part of letting go of a relationship and all the plans, hopes and dreams associated with it. Even if the relationship was violent there may be good things about the relationship and your former partner that you will mourn.

EUPHORIA - You might experience a sense of euphoria that could last for weeks or months after you have left the relationship. It can energise you and make you feel that you have made the right decision. This euphoria may be followed by anger or depression.

ANGER - You might be surprised by the intensity of the anger you may feel, after keeping it bottled up during the relationship. You may also feel frightened by the level of rage, however it is normal and is just part of the process you are undergoing. Anger can be used constructively to motivate and empower. Talk about your anger and be careful that you do not use it negatively for revenge or harm. This could lead to negative consequences for you.

ANXIETY - When you are in a violent relationship you may experience anxiety about what your partner will do however you may continue to feel anxious even after the relationship has ended. As you gain more control over your life and become more comfortable with making decisions your anxiety may decrease.

LONELINESS - After leaving the relationship you may find that you have very few connections with people and feel lonely and isolated. Over time you may have lost contact with friends and family or have had to relocate to a new area to be safe. You may be concerned about making new friends and struggle to know who to trust. As impossible as it seems the loneliness will pass as you make new relationships or renew old ones. Loneliness can often be a key reason for women returning to the relationship.

Looking After Yourself Emotionally

You may also experience a range of physical symptoms. These may include sleep disturbances, changes in heart rate, diarrhoea, constipation, menstrual changes, weight loss, weight gain, skin conditions, hair loss, heartburn and nausea. You may also have poor concentration, poor memory, indecisiveness, irritability. As every woman's experience and journey is unique, it will be different for everyone. It is a time to look after yourself and treat yourself with kindness and compassion. You may find it helpful to talk to a health professional or people in your life who are supportive.

You can also talk to your GP about a Mental Health Care Plan. These plans can help you access counselling sessions with a local Psychologist or Social Worker who are registered with Medicare. The sessions may be free or have a small gap payment depending on the provider. Each one is different so make sure you talk to them about any fees or charges.

If you require support after hours there is a national phone line 1800 Respect (1800 737 732) that you can also call for support and counselling.

“ Women who have experienced family and domestic violence often grieve the loss of their relationship to the same extent that women experiencing divorce or relationship loss for other reasons.

(DV Practice Guidelines, Western Australian Government 2013.) ”

I feel like I want to return to the relationship

After leaving your relationship you might have feelings of remorse and regret and consider reuniting with your former partner. This might be motivated by loneliness, fear, pressure from friends or family or your former partner, concerns about your children and feeling overwhelmed and uncertain about the future.

It is important at this time to stay connected to your support networks and agencies that are supporting you. Specialist Domestic Violence services will understand the challenges you may be facing, the emotions you are feeling and will be respectful of your choices. They can provide you with support to assist you to understand that this too is part of a process, help you to recognise the growth that you have undergone and help you imagine a safe future for you and your family.

Section 3

If you are still in the relationship

Choosing to Stay and being Safe

You and your children's safety is extremely important regardless of whether you choose to leave or stay in the relationship. Women make the decision about staying in or leaving relationships for many different reasons. Some women may choose to stay in a relationship as they consider it to be the safest option.

A specialist Domestic Violence service can work with you to increase your safety while you are still residing with your partner. The service will be respectful of your choices and if you seek support you will not be pressured to do anything that you are uncomfortable with. The service will work with you to plan for the safety of you and your children and to understand the dynamics of a relationship in which domestic violence occurs.

It may be helpful to think about and develop a safety plan in advance so that if at any time you decide to leave, you are prepared.

For your safety plan to work it is vital you don't let your partner see the plan, but it is a good idea to talk about it with someone you trust that is close to you.

It is important to understand that while you can take steps to avoid violence, you cannot stop the violence. The only person who can do that is the person who is using violence.

A plan to avoid serious injury during a violent incident

- If possible leave the situation
- Know the easiest escape routes from the house doors, windows etc.
- Plan where you will go in advance.
- Have a safe place to stay organised in advance.
- Identify a neighbour you can ask to call the police if they hear a disturbance coming from your house. Develop some sort of a code or signal between you so that they will know you are in danger.
- Teach your children to phone 000 and practice what to say.
- Have the 24 Hour DV Connect Womensline (1800 811 811) memorised or in a place that is easy to find. This service provides refuge referral and 24 hour support.
- Call the Police as soon as it is safe to report the incident. The police can also support you to access safe accommodation for you and your children.

Children may also need a simple safety plan so they know what to do when domestic violence is occurring, this could include:

- Warning children to stay out of the adult conflicts.
- Decide ahead of time on a safe place the children can go when they feel unsafe.
- Teach children how to use police and other emergency phone numbers.
- Making a list of people the children can trust and talk to when they are feeling unsafe (neighbours, teachers, relatives, friends).

Getting Support

If you are experiencing domestic violence, getting the right assistance and support you need is important. You and your child's safety needs to be the first consideration.

Not everyone understands domestic violence and the dynamics which occur in an abusive relationship. Be aware of individuals who are dismissive of your needs and concerns or discount or minimise your experiences. Trust your instincts and if you do not relate well to the person or feel they are not taking your issues seriously seek support elsewhere.

Many women seek support and information from their GP or from other community-based agencies that provide counselling. Because domestic violence is a complex issue, it is recommended that you seek support from a specialist domestic violence service. The numbers for local Mackay and Region Services can be found in Section 4 of this booklet.

If you require support after hours there is a national phone line 1800 Respect (1800 737 732) that you can also call for support and counselling.

Counselling can assist you to make sense of your experience of the domestic violence and the effects of violence or abuse on you and your children. Counselling, however, cannot help you to change the person who perpetrated the violence or abuse or identify strategies to stop them perpetrating again.

Legal Protection

Can I still get legal protection if I am still in the relationship?

Just because you remain in a relationship does not mean that you are exempt from the Domestic Violence Protection Act 2012. You are still able to seek a Domestic Violence Order instructing your partner not to use violence against you or your children.

Section 2 of this booklet contains information about applying for a Protection Order, Reporting a Breach and registering an Order from and in another State or Territory. This information is relevant regardless of whether you are still in the relationship or not.

Child Protection Issues

Police and Child Protection agencies could become involved with your family and express concerns about the domestic violence that is occurring and the impact on the children.

They may make contact with your family as a result of a notification to the agency responsible for child protection. It is possible that this involvement may have positive outcomes for you and your children.

It is important to remember that throughout any interactions with child protection workers, you are able to seek support and express your needs and seek clarification and information.

If you have legal concerns seek legal advice. Contact numbers for Legal Aid and Community Legal services are in the back of this booklet.

Can the person using violence change?

What about Couples Counselling?

Sometimes people think 'couples counselling' is appropriate for domestic violence but in fact as a form of addressing abuse and violence it is ineffective and can be dangerous. Couples counselling can reinforce the illusion that abuse is a 'relationship problem' and not a 'use of abuse' problem. A 'therapeutic' environment may also create a false sense of security for the victim to express her thoughts that she otherwise may not feel safe to do. Unfortunately, this openness may be 'punished' with more violence at home. Couples or relationship counselling should only be considered after all forms of violence and abuse have stopped and there is no longer any fear of retaliatory violence.

What about anger management programs?

The person using violence may offer or be encouraged or recommended to attend an anger management program to address their use of violence.

It is now widely accepted that domestic violence is not about anger, but instead is more about the abuser's desire to control their partner through any means that will work. Anger management programs do not address the fundamental causes of domestic violence, nor do they focus on safety of the victim or hold the perpetrator accountable for their violence.

Perpetrator Programs

People who are being abused are always hopeful that the perpetrator of the abuse will change. Although people who use coercive control and abuse are capable of stopping doing so, it is unlikely that their participation in an Intervention Program will result in this unless they choose to change their behaviour.

Programs for people who use violence in their relationships are designed to address the attitudes, beliefs and actions that underpins and supports them to use violence and coercive control.

There are a range of different programs available, some of which are attended only by people ordered by the Courts while others are voluntary. Attendance may be a condition on their order. A domestic violence education and intervention program may cover the following themes:

- Respect
- Accountability and Honesty
- Economic Partnership
- Shared Responsibility
- Support and Trust
- Sexual Respect
- Responsible Parenting
- Negotiation and Fairness

It is important to know that not all Perpetrator Programs operate in the same way. If a person is attending a group because of their abuse towards you, you may be able to contact the agency delivering the Program to understand how it is delivered and what content is in the Program. You can also ask if they provide a women's advocate to support you while the person is attending the Program.

Coping with Pressure from Friends and Family

For many people it may be difficult to understand your decision to stay in a relationship in which domestic violence occurs. They may put pressure on you to leave, threaten to withdraw their support or refuse to have contact with you until you go. This can be very upsetting and make you feel angry or isolated.

You may have left and returned to the relationship, and this can be perplexing and upsetting to people who care about you and want a different life for you and your children.

Alternatively you may be staying in the relationship because of economic concerns or pressure from family, society or from members of religious or cultural communities you are associated with.

It is unlikely that you will be able to make another person understand your relationship. The decision to stay in a relationship can be based on many factors, however the decision is yours to make.

“Regardless of your decision to remain in the relationship or to leave it, your safety and that of your children is of paramount importance.”

Section 4

Contacts

Useful Contact Numbers

WOMEN'S SUPPORT SERVICES

Mackay Domestic Violence Resource Service	(07) 4953 1788
DV Connect Women's Line	1800 811 811
Women's InfoLink	1800 177 577
Family Planning Queensland	(07) 3250 0240
Children by Choice	1800 177 725
eSafetyWomen	

MEN'S SUPPORT SERVICES

DV Connect - Men's Line	1800 600 636
Mensline Australia	1300 789 978
Ozcare	(07) 4961 8660
Centacare (Counselling)	1300 523 985
Domestic Violence Counselling Service (Whitsundays)	0427 579 683/ 0448 352 821

CHILDREN & YOUTH SERVICES

Kid's Helpline	1800 551 800
ACT for Kids - Mackay	(07) 4847 0550
YIRS - One Stop Youth Shop (8-21yrs)	(07) 4957 7949
Headspace Mackay (12-25yrs)	(07) 4898 2200
Mackay Youth Services	(07) 4961 9203
Sarina Youth Services	(07) 4961 9277
Mackay Child Safety Service Centre	(07) 4864 1400
Child Safety Queensland	1800 811 810/ 1800 177 135
Mackay Children's Contact Service	(07) 4944 1733

Useful Contact Numbers

ELDERLY SUPPORT SERVICES

The Benevolent Society (Aged Pension Only) - Mackay	0427 310 288
Seniors Enquiry Line	1300 135 500
Elder Abuse Helpline	1300 651 192
Qld Aged and Disability Advocacy	1800 818 338
Blue Care	1300 986 547
Oz Care	1800 692 273
My Aged Care	1800 200 422
Alzheimer's Australia Mackay Region	(07) 4944 0213

ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

ATSICHS - Aboriginal and Torres Strait Islander Community Health Service	(07) 4957 9400
Mudth-Niyleta Aboriginal and Torres Strait Islander Corporation	(07) 4956 2509
Aboriginal and Torres Strait Islander Family Wellbeing Service - Mackay	(07) 4848 1060
Aboriginal and Torres Strait Islander Family Wellbeing Service - Sarina	(07) 4956 2509
Aboriginal and Torres Strait Islander Family Wellbeing Service - Bowen / Whitsundays / Proserpine	(07) 4786 1000

Useful Contact Numbers

MULTI CULTURAL SERVICES

Safer Pathways for Culturally and Linguistically Diverse Women	(07) 4957 7222
Immigrant Women's Support Services	(07) 3846 3490
Translating and Interpreting Service	131 450
Immigration and Citizenship	131 881
Access Community Services	(07) 3412 8222
Multilink	(07) 3808 4463
Migrant Settlement Program - Mackay	(07) 4957 7222
Adult Migrant English Program	13 27 86

DRUG AND ALCOHOL SUPPORT SERVICES

Lives Lived Well	1300 727 957
Alcohol and Other Drug Services	(07) 4968 3893
Alcoholics Anonymous - Mackay and Regions	0435 070 195

POLICE

Australian Federal Police	(07) 3222 1222
Emergency Police Services	000
Police Link (Non-Urgent Police Assistance)	131 444
Mackay	(07) 4968 3444
Moranbah	(07) 4941 6200
Whitsunday	(07) 4948 8888
Sarina	(07) 4964 8444

Useful Contact Numbers

EMERGENCY SERVICES

Mackay Fire Station	(07) 4944 8000
North Mackay Fire Station	(07) 4965 6671
Moranbah Fire Station	(07) 4965 6621
Airlie Beach Fire Station	(07) 4946 6442
Sarina Fire Station	(07) 4965 6621
Mackay Base Hospital	(07) 4885 6000
Mackay Mater Hospital	(07) 4965 5666
Proserpine Hospital	(07) 4813 9400
Moranbah Hospital	(07) 4941 4600

LEGAL

Mackay Regional Community Legal Centre	(07) 4953 1211
Legal Aid Queensland	1300 651 188
Queensland Law Society	1300 367 757
Basic Rights Queensland	1800 358 511
NQ Women's Legal Service	1800 244 504
Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service	1800 082 600
Aboriginal and Torres Strait Islander Legal Service	1800 012 255
Family Dispute Resolution	1800 050 321
Queensland Statewide Tenant Advice and Referral Service	1300 744 263
Residential Tenancy Authority	1300 366 311
Rent Connect	1800 069 237
Mackay Courthouse	(07) 4967 0711
Emerald Courthouse	(07) 4982 1877
Probation and Parole (Community Corrections Mackay)	(07) 4862 9101
Probation and Parole (Community Corrections Emerald)	(07) 4988 1400

Useful Contact Numbers

VICTIMS SUPPORT SERVICES

Victims Counselling and Support Services	1300 139 703
Sexual Health and Sexual Assault Service	(07) 4968 3919
Sexual Assault Helpline	1800 737 732

GENERALIST FAMILY SUPPORT AGENCIES

The Neighbourhood Hub	(07) 4957 7222
Centacare	1300 523 985
Mind Connect	1300 286 463
Carer Helpline (Carers of people with mental health issues)	1300 554 660
Parentline	1300 301 300
Uniting Care (Financial Support)	1800 007 007
Anglicare	(07) 4953 3444
Salvation Army Emergency Relief	1300 371 288
Lifeline - Australia Crisis Line	13 11 14
Relationships Australia	1300 364 277
Rural Family Support Service (Moranbah and Surrounds)	(07) 4941 5164

Useful Contact Numbers

