



**Domestic and family violence** is abusive or violent behavior used to control or dominate another person. This most often involves an ongoing pattern resulting in an individual **living in fear**

## Domestic and family violence includes

Physical  
Sexual  
**Violence**

Psychological  
Financial  
**Abuse**

Coercive  
**Control**

## Domestic and family violence does not discriminate



Interpersonal  
relationships



Family  
relationships



Carer  
relationships



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[www.qshelter.asn.au/DFV](http://www.qshelter.asn.au/DFV)



**As a property manager, tenancy manager, case manager, support worker, or volunteer you may be the first to see warning signs of domestic and family violence**

#### INDICATORS OF DOMESTIC & FAMILY VIOLENCE

##### **In the home**

Broken locks

Holes in the walls

A broken bathroom door – often the only door in the home which can be locked

##### **In general**

Continual rent arrears

No access to money, despite having employment or receiving Centrelink income

Noise complaints from neighbours

One person speaking over the top of another, or a person deferring all decision making to their partner

Obvious bruising or other injuries

Someone may disclose to you that they are experiencing DFV

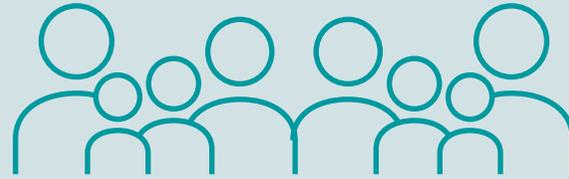


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## **The bystander approach** for the prevention of domestic and family violence



Individuals are more likely to take **positive action**  
to respond to – or prevent – violence when they feel  
**supported by their peers and communities**

They feel more confident their actions will make a  
**positive difference**



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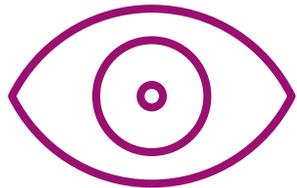
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## To respond to domestic and family violence...



**You might be the first person** to recognise indicators of domestic and family violence, or the only person the victim has told



As a bystander you may

**See, Hear, Feel**

the signs of DFV



As a bystander you can

**Call out the behavior**

**Call support services**

**Call 000**



**...or have a private discussion**

**Shame + Guilt + Fear = Communication barrier**

First aim is to create **safety** and build **rapport**

If a person does not disclose DFV, **respect their answer** and **keep communication open**

## Referral Pathways

There are a wide range of services available to people experiencing domestic and family violence, including national, statewide, and local services, as well as cohort specific services for LGBTQI+ communities, CALD communities, Aboriginal and Torres Strait Islander people, and women with disabilities.

Many services are accessible by telephone, and can provide information and support to you as someone working in the housing and homelessness sector to be better able to support victims of domestic and family violence, or provide information and support to perpetrators or victims themselves.

Being familiar with available services will equip you to better respond to domestic and family violence, and help you to make appropriate referrals if necessary.



## For service providers:

As a service provider, there are a number of tools and support services available to you for information related to domestic and family violence:

**Tenants Queensland** has developed a toolkit and advisory line for service providers supporting people with DFV related tenancy issues in Queensland.

07 3708 4833 | <https://tenantsqld.org.au/dv-toolkit/>

**1800 Respect** provides support to people exposed to DFV within a work context; this access can be useful for workers the housing and homelessness sector who engage with service users who have experienced DFV

**The Department of Child Safety, Youth and Women** website contains a comprehensive list of funded services which can be filtered by geographic location, such that you can find relevant services in your area.

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

If you have been impacted as worker by supporting someone experiencing DFV, you may wish to access an **Employee Assistance Program (EAP)** if your workplace makes one available to you. An EAP is a work-based intervention program designed to enhance the emotional, mental and general psychological wellbeing of all employees.

## For victims of domestic and family violence:

There are also numerous support services to which you can refer victims of domestic and family violence, depending on their needs:

**DV Connect Womensline** is the statewide telephone service for women who are experiencing DFV. They offer free, professional counselling, information, and referral to other services as well as practical crisis assistance to help get women and their children to a place of safety. 1800 811 811

**Women's Legal Service** is a statewide legal advice helpline for women seeking legal advice in relation to domestic violence and family law matters. 1800 WLS WLS | <https://wlsq.org.au/>

**Murri Sisters** provides mobile support case management to Aboriginal and Torres Strait Islander women and children escaping domestic violence. 07 3841 0133 | <http://www.murrisisters.org.au>

**Immigrant Women's Support Service (IWSS)** is a specialist domestic violence and sexual assault service that provides support to women and children from non-English speaking backgrounds. 07 3846 3490 | <http://www.iwss.org.au/>

**The Translating and Interpreting Service (TIS)** provides a free interpreting service to key services for people with limited or no English language proficiency. 131 450 | [www.tisnational.gov.au](http://www.tisnational.gov.au)

**QLife** provides information and counselling services to LGBTIQ+ communities. 1800 184 527 | <https://qlife.org.au/>