



The Purple Arrow

*Empower. Support. Represent.
End Domestic Violence*

Support Worker Guide

Essential Resources for Supporting Victims
of Domestic Violence

(Queensland, Australia)



Crisis and Emergency Contact Information

Why It's Needed?

To ensure immediate safety for the victim and their dependents.



Key Resources

Police and Legal Aid Services

Queensland Police: 000
Legal Aid Queensland: 1300 651 188 (free legal advice).

Emergency Shelter Numbers

DVConnect can arrange emergency accommodation for victims across Queensland.

Local and National Domestic Violence Hotlines

DVConnect Womensline: 1800 811 811 (24/7 support for women).

DVConnect Mensline: 1800 600 636 (9am - Midnight 7 days support for men).

1800RESPECT: 1800 737 732 (National Domestic Violence and Sexual Assault Helpline).



Practical Steps

- Keep these numbers easily accessible and regularly updated.
- Ensure victims are aware of these options and how to access them safely.



Comprehensive Safety Planning Tools

Why It's Needed?

To help victims create a practical and actionable plan for escaping dangerous situations safely.



Key Resources

Safety Plan Templates

Customised checklists for emergency situations, including items to pack, safe locations, and trusted contacts.

Mobile Safety Apps

Aurora App: Developed for Australian domestic violence victims to record evidence and access support.

Bright Sky Australia: Provides resources and logs incidents confidentially.

Confidentiality Guidelines

Best practices for ensuring private and secure communication with victims.



Practical Steps

- Work with the victim to create a personalised safety plan.
- Regularly review and adapt the plan as their situation evolves.



Resource Guides and Directories

Why It's Needed?

To connect victims with the right support systems.



Key Resources

Shelters and Housing

- DVConnect can provide direct referrals to crisis accommodation across Queensland.
- QShelter: Statewide directory of emergency housing options.

Food Banks and Basic Needs

- Foodbank Queensland: Offers emergency food relief.
- The Salvation Army and St Vincent de Paul Society: Provide assistance with basic needs.

Counselling and Mental Health Support

- 1800RESPECT offers trauma-informed counselling.
- Lifeline Australia: 13 11 14 (24/7 crisis support).

Legal Assistance

- Women's Legal Service Queensland: 1800 957 957 (free legal advice for women).



Practical Steps

- Provide victims with a comprehensive list of resources tailored to Queensland.
- Accompany them in reaching out to these services if needed.



Training and Educational Materials

Why It's Needed?

To empower support workers with the knowledge and skills to handle sensitive and complex situations.

Key Resources

Trauma-Informed Care Training

Modules provided by Domestic Violence Resource Centre Australia (DVRC).

Cultural Competency Guides

Resources to support diverse victim needs, including Aboriginal and Torres Strait Islander communities.

Risk Assessment Tools

Queensland Government's Domestic and Family Violence Common Risk and Safety Framework.



Practical Steps

- Regularly participate in professional development through Queensland's domestic violence networks.
- Share knowledge with colleagues to build a stronger support network.



Legal and Financial Support Information

Why It's Needed?

To help victims navigate legal systems and secure financial independence.



Key Resources

Emergency Financial Assistance

- Queensland Government's Crisis Payment for Extreme Circumstances.
- **Centrelink Crisis Payments:** Contact Services Australia at 132 850.

Employment and Housing Rights

- **Tenants Queensland:** 1300 744 263 (housing advice and advocacy).
- **JobActive:** Employment services provided by the Australian Government.

Child Custody and Protection Orders

- Contact Legal Aid Queensland for advice on family law and domestic violence orders (DVOs).



Practical Steps

- Educate victims about their rights and available financial resources.
- Refer them to legal professionals who specialise in domestic violence cases.



Additional Tips for Support Workers

Build Trust:

Approach victims with empathy and without judgment.

Ensure Privacy:

Always prioritise confidentiality to protect the victim's safety.

Stay Informed:

Keep up-to-date with local resources and changes in laws or policies.

Advocate:

Empower victims to make their own choices and advocate for their needs.



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Quick Reference: Key Contacts (Queensland)

- **Emergency Services:** 000
- **DVConnect Womensline:** 1800 811 811
- **DVConnect Mensline:** 1800 600 636
- **Legal Aid Queensland:** 1300 651 188
- **Counselling Services (Lifeline):** 13 11 14