



2004–2005

# Family Violence STRATEGY



Family Court of Australia



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## Foreword

This Family Violence Strategy represents a major commitment by the Court to the management of matters involving violence and the protection from harm of its clients, their children and staff. The strategies are directed at ensuring that effective measures are identified, implemented and monitored.

I established the Family Violence Committee in early 2002 to review all aspects of the Court's performance in this area and, where necessary, reformulate the policy to ensure it provided a comprehensive policy framework and integrated approach. Additional criteria were that the measures taken would become integral to the Court's operations, and be both easily accessible and continuously informed by current research.

The major impetus for this was a realisation that the earlier administrative direction, issued with Guidelines for staff, required evaluation and updating.

Extensive consultation was undertaken with a diverse range of service providers, community organisations, government bodies, judicial officers, Court staff and clients. A subsequent report drew attention to the major areas of concern identified. The consultations reinforced the Committee's belief – which I share – that for any strategy to be effective and informed, a cooperative approach is essential. The Consultation Report, suggesting strategies the Court might consider in addressing those concerns, was circulated in mid 2003.

Several responses referred to the need for reform of the law as it relates to family violence. As this is not an area in which the Court can become involved, these suggestions have been referred to the Family Law Council which advises the Attorney-General on the working of the Family Law Act.

The Strategy, now endorsed by my Consultative Council, sets out the five key areas: Information and Communication; Safety; Training; Resolving the Dispute; and Making the Decision. They are discussed in this document. The implementation plan proposed by the Committee is an important component of the strategy and requires the establishment of an internal steering committee and an external reference group.

This Strategy reflects the Court's commitment to addressing this critical area of concern to so many of our clients.



**THE HON. ALASTAIR NICHOLSON AO RFD**  
**Chief Justice of the Family Court of Australia**





# Background

## Why do we need a Family Violence Strategy?

Family violence is a serious social issue. It directly affects the well-being of families.

When violence is an issue for those seeking assistance from the Family Court, it is imperative the Court have in place a comprehensive set of strategies. Those strategies must cover all areas of the Court's operation, be consistently applied and clearly communicated.

## Who was involved in developing the Strategy?

In 2002 Chief Justice Alastair Nicholson appointed a Committee to review the Court's existing family violence policy and to make recommendations. The Family Violence Committee was convened by a Judge and included a cross-section of Court staff.

## How was the Strategy developed?

The Family Violence Committee invited submissions from Judges, Court staff, individuals and organisations external to the Court. The Committee also undertook targeted consultations with Aboriginal and Torres Strait Islander communities, and multicultural and ethno specific organisations and groups. Responses reflected a variety of expertise and opinion and demonstrated the need for a comprehensive, integrated and collaborative approach from the Court.

In June 2003 a Consultation Report, reflecting the input received, was distributed to all respondents and others. Further comment was sought before recommendations were formulated.

The Court is grateful to all those who participated and gave us the benefit of their experience.

In September 2003 the Committee's recommendations were approved by the Chief Justice's Consultative Council. These recommendations presented a strategy covering five key areas of action including plans for implementation:

- Information & Communication
- Safety
- Training
- Resolving the Dispute
- Making the Decision.



# Setting the Scene

## What is Family Violence?

Family violence is much discussed, widely condemned and experienced too frequently. Whilst its incidence cannot be precisely measured, the evidence of its widespread nature and its impact on those who experience it and who live in fear have been demonstrated in a number of studies.<sup>1</sup>

A recent analysis of judgments in children's matters, heard between January and June 2003 in the Melbourne, Sydney and Brisbane Family Court registries, examined the frequency with which allegations of family violence had been made against a member of the child's immediate or extended family. The analysis showed that violence was a factor in 68 out of the 91 matters judicially determined during that period.<sup>2</sup>

Many provisions of the *Family Law Act* refer to aspects of family violence, and particularly to the responsibilities of the Court to protect children from its consequences. At a more general level, the Court is required to have regard to the need to protect individuals from harm and family violence.<sup>3</sup> Such a provision acknowledges the close connection between family breakdown and violence, and recognises that the period surrounding and following separation may be particularly dangerous for adults and children. Empirical evidence shows that separation does not eliminate violence, nor does it provide protection from fear. It may in some cases, exacerbate abusive behaviour.<sup>4</sup>

The *Family Law Act*<sup>5</sup> defines family violence as:

*'conduct, whether actual or threatened, by a person towards, or towards the property of, a member of the person's family that causes that or any other member of the person's family to fear for, or to be apprehensive about, his or her personal well-being or safety.'*

The Committee considered that a more comprehensive description of the elements of violence was needed to meet the objectives of this strategy. The following description has been adopted:

*Family violence covers a broad range of controlling behaviours, commonly of a physical, sexual, and/or psychological nature, which typically involve fear, harm, intimidation and emotional deprivation. It occurs within a variety of close interpersonal relationships, such as between spouses, partners, parents and children, siblings, and in other relationships where significant others are not part of the physical household but are part of the family and/or are fulfilling the function of family.<sup>6</sup>*

1 Renata Alexander, *Domestic Violence in Australia*, Third Edition, 2002.

2 Submission of the Family Court of Australia to the Standing Committee on Family and Community Affairs Inquiry into Joint Custody Arrangements in the Event of Family Separation, Part B, Statistical Analysis (September 2003).

3 Section 43 (ca) Family Law Act.

4 Kaye, M., Stubbs, J. and Tolmie, J. (2003), *Negotiating Child Residence and Contact Arrangements Against A Background of Violence: Family Law Research Unit Working Paper No. 4*, p.35. also available at [www.gu.edu.au/centre/flru](http://www.gu.edu.au/centre/flru).

5 Section 60D Family Law Act.

6 *Te Rito*, *New Zealand Family Violence Prevention Strategy*, February 2002, p.8.



Common forms of violence in families include:

- spouse/partner abuse (violence among adult partners and ex partners);
- child abuse/neglect (abuse/neglect of children by an adult);
- parental abuse (violence perpetrated by a child against their parent); and
- sibling abuse (violence among siblings).

## The Effects of Family Violence on Children

Children who are aware of or witness actual or threatened violence of a parent, suffer in a number of ways.<sup>7</sup> Children living in violent households want parental conflict to stop. They may be endangered physically and emotionally by attempts to intervene in arguments between their parents and attempts to protect a parent or themselves.

Children's responses vary, but they can suffer both short and long-term consequences from exposure to violence and threats of violence. Children are particularly vulnerable as they are less able to control their environment and are dependent on their parents for care and protection.<sup>8</sup>

Children who witness violent behaviour in a family context typically have higher levels of aggression and anxiety, lower self-esteem and a greater incidence of behavioural problems than do those who are not exposed to this behaviour. In turn, these effects impact on their relations with their peers, on their educational attainment and on their own mental health.

Children who experience or witness violence between family members not only suffer similar physical or emotional damage to those of the affected parent, but may also model their own patterns of behaviour on those exhibited. This can result in a risk of becoming perpetrators or victims of abuse themselves.

Children who experience intense conflict, violence, or threats of violence between their parents can become anxious and apprehensive about separating from a parent whom they have perceived as needing protection. They can feel fearful and insecure in the care of a parent who they have seen harm someone else.

Children and parents should not be placed in situations where they may experience harm. Following separation, some parents may threaten or cause harm to the other parent, when they are dropping off or picking up their children.

Recent physiological studies have also shown that the effects of family violence on children are more than just behavioural. Neglect, trauma and exposure to serious family violence can produce measurable changes in brain function. Glaser has reported that:

*"The neurobiological findings go some considerable way towards explaining the emotional, psychological, and behavioural difficulties which are observed in abused and neglected children".<sup>9</sup>*

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7 J. McIntosh, *Thought in the face of Violence: A child's need*, Child Abuse & Neglect 26(2000) pp 229 –241.

8 E Mark Cummings and Patrick Davies, *Children and Marital Conflict*, Guilford Press 1994.

9 D. Glaser ,(2000) *Child Abuse and Neglect and the Brain – A Review*, Journal of Child Psychology and Psychiatry, vol. 41, No. 1 , 97- 116 at 110 .

The Court has recently begun to implement the Magellan project in all States except New South Wales, following successful piloting in the Melbourne and Dandenong Registries. The project is designed to improve the management of cases involving allegations of serious physical and sexual child abuse. It involves rigorous judicial management, including the imposition of strict time lines, early 'front loading' of resources such as the appointment of a child representative, provision of information from the relevant State welfare authority, and close liaison on case management between external information providers and a small team of Court mediators.

## The Effects of Family Violence on Adults

The effects of violence on adults (as with children) are multifaceted. They can be both physical and psychological. The impact may be permanent and inhibit the ability of victims to function in a number of ways. Many experience depression and low self-esteem, as well as the physical consequences of assault. Parenting ability may be compromised, and if litigation follows, an abused or fearful person's ability to present their case effectively is also compromised.

## What can be Done About Family Violence?

There is no simple solution to this complex problem. The ability of the legal system to provide lasting solutions is limited and its involvement usually occurs after harm has already been caused. Preventative measures are the most effective strategy. The body of evidence continues to grow locally and internationally providing research and information about the most effective methods of prevention, intervention and education.

The broad elements of a multifaceted approach to prevention include:

- raising public awareness through education aimed at attitudinal change;
- adopting an integrated, coordinated and collaborative approach;
- ensuring approaches are culturally and religiously appropriate;
- recognising and providing for diverse needs and circumstances.<sup>10</sup>

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<sup>10</sup> *Te Rito, New Zealand Family Violence Prevention Strategy, February 2002.*



# Guiding Principles

**Family violence impacts on all aspects of the Court's operations and requires an integrated and consistent response. The Court has adopted the following Guiding Principles to underpin the Family Violence Strategy. These reflect the Court's commitment to meeting its responsibilities to clients, children and staff. These Guiding Principles also underpin the Court's approach across the five key areas for action.**

- 1. Primacy of Safety**  
**All who attend the Court and work on its premises should be safe.**
- 2. Recognition of the Impact of Family Violence**  
**Family violence may occur prior, during and after separation and may impact on clients' capacity to effectively participate in Court events.**
- 3. Recognition of the Impact of Violence on Children**  
**Family violence has a significant impact on the well being of children.**
- 4. Recognition of the Diversity of Court Clients**  
**The Court is committed to ensuring that it continues to be responsive to the range of specific needs of diverse client groups.**
- 5. Risk Assessment Approach**  
**A risk assessment approach to the conduct of all Court events is required to support a safe environment.**
- 6. Importance of Information Provision**  
**Relevant, accurate and comprehensive information on the Court's responses to family violence should be widely available and produced in a range of formats to meet the needs of the Court's diverse client base.**
- 7. Community Partnership Approach**  
**Partnerships between the Court and a wide range of organisations, agencies and community groups is essential for the success of the Family Violence Strategy.**
- 8. Importance of Development Programs**  
**Ongoing support to judicial officers and staff through the provision of development programs and access to current research on family violence issues is an important factor in assuring the success of the Family Violence Strategy.**



## Implementation

A Steering Committee and an external Reference Group have been established to implement the Court's strategy.

The Court has set a two-year timeframe to implement action in these five key areas:

- Information & Communication
- Safety
- Training
- Resolving the Dispute
- Making the Decision

## Steering Committee

The Steering Committee will oversight and monitor the implementation of the Family Violence Strategy. The Committee members will be drawn from all areas of the Court and the Committee is to be convened by a Judge.

The Steering Committee will receive and analyse reports from designated staff and from the various Working Groups to be established in the five key areas of action.

The Steering Committee will also operate as a standing committee to provide ongoing advice to the Chief Justice and Chief Executive Officer on family violence issues.

## Reference Group

### Membership of the Reference Group

Membership of the Reference Group will ensure a range of views are taken into account. Members will include representatives from peak disability organisations, Indigenous and multicultural and ethno specific organisations and groups.

### The purpose of the Reference Group is to:

- provide expertise and guidance into cultural and religious needs of diverse communities;
- guide the implementation of the Strategy;
- provide specific information to address diverse needs and circumstances.

### The role of the Reference Group is to:

- provide guidance to the Steering Committee by identifying key issues and gaps in the implementation of the Strategy;
- advance the perspective of the organisation or field of expertise of the group member;
- provide a link between the Court and organisations to facilitate information sharing and coordination of services.



# Key Areas of Action/Operation

## Key Area 1: INFORMATION & COMMUNICATION

**Court policy, court processes and other relevant information must be readily accessible to all clients and sectors of the community. Lack of comprehensive information about all Court processes and safety measures can have a detrimental impact on a person's experience of a Court event.**

**Effective, well targeted information and communication strategies have a direct relationship to levels of awareness of, and access to, the range of services provided by the Court. The Court recognises the importance of adopting a flexible and multifaceted approach to information provision to diverse clients and communities.**

**Guiding Principles – 1, 3, 6 & 7**

### ACTIONS

1. Develop a comprehensive Information and Communication Plan about the Court's Family Violence Strategy. This will include:
  - developing a specific family violence brochure that is distributed with all Court correspondence and is also made available to community organisations, legal centres, the legal profession and relevant organisations, free of charge;
  - ensuring all Court registries display Court brochures in a manner that is easily accessible to the public;
  - reviewing information that is currently provided with appointment letters for clarity and include information about complaints procedures;
  - reviewing the information about family violence available on the Family Court website to ensure it is up-to-date and accessible.
2. Establish regular Court user forums/community reference groups as a vehicle for relevant service providers working in the area of family violence, to raise concerns, address issues, meet with Court staff and be kept informed of changes within the Court.
3. Develop partnerships with community based organisations to assist mutual clients including Indigenous, multicultural and ethno specific bi-lingual workers and Disability organisations.
4. Review registry signs, with a view to ensure there is appropriate signage to enhance visibility and access for diverse client groups and to contain specific information, such as who to tell when there are safety concerns and what the Court's position is in relation to family violence.
5. Review the current arrangement for the provision of interpreter services to ensure cultural sensitivities are appropriately considered in the context of family violence.
6. Develop recommendations for the establishment of a Court Assistance position within each Registry.



## Key Area 2: SAFETY

Adopting the primacy of safety as a key aspect of the Court's Family Violence Strategy requires a comprehensive, integrated approach to the management of security at Court premises and during all Court events. Security policy needs to be comprehensive to ensure that safety is a factor that is considered in relation to all Court processes as well as the Court's physical environment. There needs to be informed and consistent management of security issues by Court staff, including contracted security personnel. Responses to security also need to be developed and implemented in partnership with State and Federal Police and other relevant law enforcement agencies.

### Guiding Principle – 1

#### ACTIONS

1. Conduct a review of all premises occupied by the Court, whether in metropolitan, regional or rural locations and the security measures presently in place, including guarding services and screening equipment.
2. Adopt a requirement that the design of all future Court buildings and refits support the safety of clients and staff.
3. Conduct a review, in consultation with the Federal Magistrates Court, of all current listing practices with the aim of minimising the number of clients attending at any one time so as to avoid the potential for creating an unsafe environment by large numbers of clients being in confined waiting conditions.
4. Develop and adopt effective and consistent measures to identify and document potential security concerns before and during Court events.
5. Adopt a consistent approach to security awareness training for all judicial officers and staff, as well as ensure that contracted security staff are aware of the dynamics of family violence in dealing with clients and their security concerns.
6. Develop and maintain effective working partnerships with State and Federal Police.



## Key Area 3: TRAINING

Family violence is a serious issue for a significant proportion of separating families who come into contact with the Family Court. Research confirms training must be kept relevant, up-to-date and ongoing. All staff of the Court have a specific role to play. To address this effectively all training programs must be tailored to meet the diverse roles of staff and provide comprehensive knowledge about family violence and the impact this can have for clients and their children.

### Guiding Principles – 4, 5 & 8

#### ACTIONS

1. Develop an internal family violence training plan to ensure that new and existing staff members are equipped to understand and deal with issues of family violence within the Court context. The plan will include:
  - an induction package for all new Court staff which includes registry specific information with respect to security procedures and facilities available;
  - on-going professional development for all Court staff;
  - modules that address the impact of family violence in culturally and linguistically diverse and Indigenous communities.
2. Establish and maintain a family violence database of current research that can be accessed by judicial officers and staff.
3. Identify opportunities for the Court to collaborate with other Courts in the delivery of training and, where appropriate, consider the option of sharing training materials.
4. Establish collaborative partnerships with a range on organisations to develop and provide training internally and externally.



## Key Area 4: RESOLVING THE DISPUTE

The Court provides a number of dispute resolution services aimed at minimising the negative effects of family conflict upon children and adults.

While not all circumstances are appropriate for resolution by mediation, all clients of the Court participate in conferences. Through the conference they can be made aware of the range of services the Court offers. These conferences also provide assessments and decisions about the best possible means of dealing with issues in dispute or matters of concern.

There is a range of options to assist people participate in conferences in a safe manner and make informed decisions regarding their own circumstances and the circumstances of their children.

### Guiding Principles – 1, 3 & 4

## ACTIONS

1. Review conferencing and mediation policies for the purpose of considering:
  - whether all initial conferences be considered assessment conferences where clients' safety is routinely screened in a structured manner so as to inform decisions regarding the need for and appropriateness of further assessment, mediation, legal intervention and security measures;
  - whether all Case Assessment Conferences and initial conciliation appointments in children's and financial matters begin with the clients being seen individually for at least a component of the conference;
  - the value and application of different types of screening methods and/or structured risk assessments for identification and management of family violence;
  - a recognition of the effects of violence on the parenting abilities of victims at assessment stages;
  - how to make appropriate referrals to assist with recovery from the violence.



## Key Area 5: MAKING THE DECISION

The Family Court aims to ensure that the evidence of independent experts designed to assist in the decision making process is of the highest quality and, in the context of family violence issues, that expert evidence be underpinned by an awareness of the dynamics of violence and its impact upon parents and children. The Court also aims to ensure that this expertise, is mindful of the cultural and/or linguistic diversity of clients. The Court aims to ensure that its management of cases through to completion is responsive to the vulnerability of those who have been subjected to violence.

### Guiding Principles – 1, 2, 3, 4 & 8

## ACTIONS

1. With respect to Family Reports, a Working Group will review and report on:
  - the function and structure of Family Reports where violence has been alleged and when no finding of fact has been made about the allegation;
  - the role of the report writer;
  - the development of specific screening and assessment procedures prior to and within the report writing process;
  - time frames for the completion of reports if risk assessment procedures are included;
  - the procedure to be adopted for non-disclosure of location information when a client's safety is of concern;
  - the provision of ongoing training in family violence and child protection for mediators;
  - review and redraft the document "Guidelines for the preparation of Family Reports" so far as that relates to issues of alleged violence.
2. With respect to a single expert witness appointed by the Court, a Working Group will review and report on:
  - the criteria for appointment of expert witnesses;
  - the function and structure of experts' reports;
  - accreditation and competencies of experts appointed to report;
  - issues related to quality control;
  - how to ensure that issues relevant to diverse communities and groups are readily understood and integrated.
3. With respect to Case Management, a Working Group will review and report on:
  - the merit or otherwise of adopting Guidelines similar to those prepared in the United Kingdom by the Children Act Sub-Committee of the Lord Chancellor's Advisory Board on Family Law;
  - the steps necessary to effectively implement those Guidelines, including a submission to the Family Law Council;
  - how best to ensure that serious allegations of partner violence are identified early in the process and specially managed to a timely hearing and provide an analysis of the resources required to support that.



# Consultation Overview

## List of Submissions

This list does not include the names of individuals and organisations that requested that their submission be treated in confidence. There were five anonymous submissions.

- Aboriginal Women's Consultation Group for the Indigenous Women's Program, Women's Legal Resource Centre (NSW)
- Australian Federal Police (AFP)
- Andrew Sholl Solicitor
- Australian Coalition of Women Against Violence (ACWAV)
- Barnardos
- Berry Street Victoria
- Brenda House Women's Refuge
- CASA – South Eastern Centre Against Sexual Assault
- Catholic Welfare Australia
- Current Research Report *Negotiating Child Residence & Contact Arrangements Against a Background of Domestic Violence*
- Child & Family Services
- Chris Stokes & Associates
- Christopher M Edwards – Solicitors & Accountants
- Commins Hendriks
- Crime Prevention Unit SA Attorney-General's Department
- Darwin Police
- Department of Families QLD
- Department of Human Services SA
- Domestic Violence Advocacy Service
- Domestic Violence Regional Service (South West)
- DV Service Gold Coast
- DV Service of Central Queensland
- Eastern Domestic Violence Outreach Service
- Erin's Place
- Essie Women's Refuge
- Family Law Practitioners Association of Tasmania
- Hunter area Health
- Hunter Community Legal Centre
- Hunter Women's Centre
- Jenny's Place Refuge



- John Williams & Associates
- Kay Barralet/Solicitor
- Kerry Johnson & Associates
- Law Institute Victoria
- Law Society of NSW
- Law Society of SA – Children & the Law Committee
- Legal Aid Commission NSW
- Legal Aid SA
- Legal Aid QLD
- Legal Services Commission of SA x2
- Logan Legal Advice Centre and Youth & Family Services
- Lone Fathers Association (Australia) Inc
- Lone Fathers NT
- Maternal Alienation Project
- Mission Australia
- Mullane and Lindsay
- Murray Mallee Community Legal Service
- NADRAC (National Alternative Dispute Resolution advisory Council)
- National Council of Single Mothers & Their Children
- National Legal Aid
- National Network of Women’s Legal Services
- Noah M. Eidelson Barrister-at-Law
- North Qld Women’s Legal Service (Cairns Office)
- Northern DV Coordinating Committee – Tasmania
- Northern DV Service
- Northern Territory Police
- NSW Police Service
- Office for the Status of Women SA
- Philip Theobald
- Professor Rosemary Hunter
- Professor Thea Brown
- Salvation Army
- Central Violence Intervention Program Bramwell House – Emergency Units
- Salvation Army Australian Eastern Territory
- Southern Family Life
- St George DV Counselling Service
- Talera Centre
- The New South Wales Bar Association
- The Inter-agency Family Violence Intervention Program of the ACT/Victims of Crime
- The Law Society of SA



- The NSW Institute of Psychiatry
- Uniting Care Port Pirie Central Mission
- Unitingcare Burnside
- Victoria Legal Aid x2
- Victoria Police
- Victorian Community Council Against Violence
- Victorian Court Information & Welfare Network
- Violence Against Women Specialist Unit – NSW Attorney General’s Department – Violence Prevention Unit
- Walanbaa Yinnar Wharoo
- Warren, McKeon Dickson
- WESNET – Women’s Services Peak
- Wimlah
- Women’s Health Statewide
- Women’s Legal Centre (ACT & Region) Inc
- Women’s Legal Service QLD

## Questionnaire Responses

75 client responses

145 staff responses

## Consultation with Aboriginal & Torres Strait Islander Community Members

Brisbane	2 July 2002
Alice Springs	2 September 2002
Darwin	3 September 2002
Townsville	4 September 2002
Sydney	18 September 2002
Melbourne	19 September 2002
Adelaide	20 September 2002

## Consultation with Culturally & Linguistically Diverse Community Members

Queensland	2 July 2002
ACT	16 July 2002
South Australia	22 July 2002
Northern Territory	22 July 2002
Victoria	24 July 2002
NSW	30 July 2002



## Useful Contacts

### Registry Contact Details

#### Chief Justice's Chambers

GPO Box 9991, Melbourne, VIC 3001

#### Chief Executive Officer

GPO Box 9991, Canberra, ACT 2601

**Adelaide** ☎ (08) 8205 2666

25 Grenfell St, Adelaide, SA 5000

**Albury** ☎ (02) 6021 8944

463 Kiewa Street, Albury, NSW 2640

**Alice Springs** ☎ (08) 8952 8222

Centrepoint Building, Hartley St  
Alice Springs, NT 0870

**Brisbane** ☎ (07) 3248 2200

119 North Quay, Brisbane, QLD 4000

**Cairns** ☎ (07) 4041 2377

104 Grafton St, Cairns, QLD 4870

**Canberra** ☎ (02) 6267 0511

Cnr University Ave & Childers St,  
Canberra, ACT 2600

**Dandenong** ☎ (03) 9767 6200

53–55 Robinson St, Dandenong, VIC 3175

**Darwin** ☎ (08) 8981 1488

80 Mitchell St, Darwin, NT 0800

**Dubbo** ☎ (02) 6881 1555

Cnr Macquarie & Wingewarra Sts  
Dubbo, NSW 2830

**Hobart** ☎ (03) 6232 1725

39–41 Davey St, Hobart, TAS 7000

**Launceston** ☎ (03) 6334 2111

Level 3, ANZ Building, Cnr Brisbane and  
George Sts, Launceston, TAS 7250

**Lismore** ☎ (02) 6621 8977

29–31 Molesworth St, Lismore, NSW 2480

**Melbourne** ☎ (03) 8600 3777

Commonwealth Law Courts, 305 William St  
Melbourne, VIC 3000

**Newcastle** ☎ (02) 4926 1255

61 Bolton St, Newcastle, NSW 2300

**Parramatta** ☎ (02) 9893 5555

1–3 George St, Parramatta, NSW 2150

**Rockhampton** ☎ (07) 4921 2939

Cnr East & Fitzroy Sts, Rockhampton, QLD 4700

**Sydney** ☎ (02) 9217 7111

97–99 Goulburn St, Sydney, NSW 2000

**Townsville** ☎ (07) 4722 9333

143 Walker St, Townsville, QLD 4810

**Wollongong** ☎ (02) 4253 6200

43 Burelli St, Wollongong, NSW 2500

**Western Australia** ☎ (08) 9224 8222

Family Court of Western Australia  
150 Terrace Rd, Perth, WA 6000



## Domestic Violence Contacts

### Australian Capital Territory

**Domestic Violence Crisis Service**  
02 6280 0900  
9am–5pm Monday–Friday

### New South Wales

**Domestic Violence Advocacy Centre**  
02 9637 3741  
1800 810 784  
1800 626 267  
9.30–12.30 Monday–Friday and  
1.30–4.30 Monday, Tuesday, Thursday Friday

### Northern Territory

**Crisis Line**  
1800 019 116  
24 hours

**Dawn House Inc**  
08 8945 1388  
8am–8pm

### Queensland

**Brisbane Domestic Violence Advocacy Service**  
07 3217 2544  
Monday–Friday 9.00am–4.45pm

**DV Connect**  
1800 811 811  
24 hours

### South Australia

**Domestic Violence Crisis Service**  
1300 782 200  
24 hours

### Tasmania

**Domestic Violence Crisis Service**  
1800 633 937  
9pm–12pm Monday to Friday  
4pm–12 midnight Saturday–Sunday

### Victoria

**Domestic Violence & Incest Resource Centre (DVIRC)**  
03 9486 9866  
9am–5pm

**Women's Crisis Service Victoria**  
03 9373 0123  
1800 015 188  
24 hours

### Western Australia

**Women's Domestic Violence Helpline**  
08 9223 1188 *or*  
1800 007 339  
24 hours

**Men's Domestic Violence Helpline**  
08 9223 1199 *or*  
1800 000 599  
24 hours

### National

**Mensline**  
1300 789978  
24 hours

**Translating and Interpreter Service (TIS)**  
131 450  
24 hours



