

# Support Services and Referral Pathways

Alicia Harris- WHIRSCQ Counselling Team Leader

# Crisis responses

- ▶ Queensland Police Service- 000
- ▶ DV Connect- Freecall 1800 811 811 (Webchat also available <https://www.dvconnect.org/>)
  - ▶ assist Queenslanders to find pathways away from violence- can provide emergency accommodation and transport for individuals or families including pets.
  - ▶ Helplines include: Womensline (24/7), Mensline 1800 600 636 (9am-midnight), Sexual Assault Helpline 1800 010 120 (7:30 am-11:30pm)
  - ▶ Operate bridging accommodation residence Bella's sanctuary (located on the Gold Coast), a safehaven supporting victim survivors and promoting healing
  - ▶ Phone counselling

# Financial support

## Centrelink (Services Australia)

- ▶ Crisis payment for extreme circumstances (Family and Domestic Violence) must contact within 7 days of circumstances changing. This can be the victim/survivor being forced to flee the home due to DFV or the PUV being removed from the home.
- ▶ Must be receiving or eligible for and income support payment
- ▶ Must be contactable by a social worker to assess your claim.
- ▶ To Claim- call your regular payment line.
- ▶ PLEASE NOTE: There is a maximum number of crisis payments an individual can receive for an extreme circumstance. Once reached you are no longer eligible.

## Victim Assist Queensland-

- ▶ 1300 546 587 or online application <https://www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime/financial-assistance/making-claim/applying/how-to/apply-for-financial-assistance>
- ▶ Victim Assist: Primary victim (someone who was directly injured by an act of violence, related victim a close family member or financial dependant of a person who was killed by an act of violence and witness who was injured by seeing or hearing acts of violence committed against someone else. Victim Assist have a user friendly online form to complete applications and have streamlined approval times for applications.

## Escaping Violence Payment

- ▶ UnitingCare 1800 387 387
- ▶ Up to \$5000 (up to \$1500 in cash support and \$3500 goods and services- removalists, bonds, rent etc) also provide time limited support for case work assistance.
- ▶ NOTE: EVP's are customized to you, based on your personal circumstances. Not a crisis intervention, application processing times apply.

# Financial Support cont.

## Financial Counselling

- ▶ CQ Financial Counselling 49 281 844 info@cqfs.com
- ▶ Uniting Care- National Debt Helpline 1800 007 007

## Other Local Financial Support

Anglicare 1300 769 814 Phone 48 375 348 (Rockhampton)

- ▶ Emergency Relief and Financial Resilience Service, Money Minded (financial Literacy)

St Vincent de Paul St Vincent de Paul 233 Alma St 49 276 026 [www.qld.vinnies.org.au](http://www.qld.vinnies.org.au)

- ▶ Food Parcels, Food Vouchers.

## Other Local Financial Support

Food Bank- food hampers, toiletries. Open every Friday.

- ▶ Capricorn ReNorth Rockhampton- \$60 food package including meat, vegetables, pantry staples etc. <https://hoc.org.au/>. First time customers require check in.

Salvation Army- clothing, blankets, food parcels, food vouchers, Rockhampton & Livingstone region.

## Financial Institutions with D&FV support- Please see attachment on email

The QLD Government have compiled a list of banking institutions who provide additional support for customers experiencing DFV. Contact your bank to see what support they can offer and ask about their financial hardship/financial vulnerability policies.

AMP, ANZ, Bank of Queensland, Bendigo Bank, Citi Bank, Commonwealth Bank, Credit Union Australia, HSBC, ING Direct, Macquarie Bank, ME Bank, NAB, Rabobank Australia, Suncorp, Westpac.

# Legal Support

## Legal Aid Queensland

- ▶ Legal Aid- Can provide appointments for free Legal Advice, and funding for representation if required, by application. Address: Ground Floor/35 Fitzroy St, Rockhampton City QLD 4700  
Phone: (07) 4921 6500

## QIFVLS- Queensland Indigenous Family Violence Legal Service

- ▶ A free legal service for Aboriginal or Torres Strait Islander people affected by Family Violence or sexual assault. Providing culturally appropriate and safe services across Queensland. Free call 1800 887 700 <https://qifvls.com.au/>

## Women's Legal Service

- ▶ Providing free legal advice and other key support services for DFV, Family Law, Child Protection and Sexual Assault- counselling notes protect matters. Phone 1800 957 957  
<https://wlsq.org.au/>

## CQ Community Legal Service

- ▶ CQ Community Legal Service- Not for profit assisting those who are vulnerable by providing access to free legal advice. Free general legal advice, Advice clinics and Community legal education. Quay St, Rockhampton 1800 155 121, online Chatbot to book online.  
<https://www.cqclc.org.au/>

**Court Support CatholicCare CQ-** please see CatholicCare slides for more information.

# DFV Counselling Support

Women's Health Information and Referral Service CQ Inc 49 226 585

- ▶ Free & confidential counselling gendered violence & Women's Health Program.
- ▶ Eligibility- Women 12+, Men & Youth Sexual Violence Program- victim/survivors and supporters
- ▶ No limit to number of sessions
- ▶ Outreach to North Rockhampton, Yeppoon, Mt Morgan, Gracemere, Emerald and Blackwater.

**CatholicCare CQ** - 49 774 107 local response team for victim/survivors, children and perpetrators including mens healing and change programs.

**Helem Yumba**- 1800 776 727- A local indigenous healing centre- providing a culturally safe response to family violence.

## 24/7 Support

- ▶ Womensline 1800 811 811
- ▶ Mensline- 1300 789 978
- ▶ 1800Respect- 1800 737 732