

# CDFVR

## Annual service report



**2011**

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*The Queensland Centre for Domestic and Family Violence Research (CDFVR) receives defined term funding from the Queensland Department of Communities to undertake research and develop educational resources pertaining to domestic and family violence in Queensland.*

# TABLE OF CONTENTS

1. INTRODUCTION .....	1
2. ORGANISATIONAL STRUCTURE AND STAFF .....	3
3. CDFVR ADVISORY MECHANISMS.....	4
4. REPORT ON SERVICE PROVISION .....	6
4.1 <i>Service development and support</i> .....	6
4.2 <i>Community/group development and support</i> .....	8
4.3 <i>Social planning, social action and group advocacy</i> .....	12
5. CULTURALLY INCLUSIVE PRACTICE.....	15
6. STAKEHOLDER FEEDBACK ON CDFVR PRODUCTS.....	17
7. FINANCIAL REPORT .....	20
8. CONCLUSION .....	21

# 1. INTRODUCTION

The primary purpose of the Queensland Centre for Domestic and Family Violence Research, CQUniversity (CDFVR) is to influence policy and practice in the field of domestic and family violence prevention. This is achieved through a range of research, professional development, community engagement and community education activities. CDFVR is jointly funded by CQUniversity and the Queensland Government, through the Department of Communities. The Department of Communities provides defined term funding for the delivery of a number of services aligned to the National Classifications of Community Services (NCCS). In April 2010, the Department of Communities and CQUniversity signed a Service Agreement for the period 1<sup>st</sup> of May 2010 to 30<sup>th</sup> of April 2013. Under the agreement, specific funded activities are:<sup>1</sup>

- Research to inform policy and practice for the domestic and family violence service sector and to underpin the development of training and educational resources pertaining to domestic and family violence in Queensland;
- Production and distribution of professional development and educational resources;
- The maintenance of a website that provides access to a wide range of resources including educational and statistical information;
- The promotion of awareness of domestic and family violence prevention and intervention;
- An annual Indigenous Family Violence prevention Forum to facilitate networking and sharing of information about good practice in the prevention of Indigenous family violence, and to facilitate Indigenous input into the work of CDFVR;
- Maintenance of a state wide consultative mechanism/advisory committee to facilitate state wide networking across agencies (government and non-government) and to provide a consultative mechanism for CDFVR to ensure its work remains relevant and grounded;
- Research seminars to facilitate dialogue between researchers and domestic and family violence practitioners.
- Participation in domestic and family violence service networks;
- The production and distribution of a quarterly publication to inform stakeholders of CDFVR's activities and provide access to information on developments in domestic and family violence policy and practice;
- Maintenance of a Domestic and Family Violence Database of new client matters with data entered by services across the state, as negotiated between CDFVR and contributing services.
- The conduct of research which is informed by the domestic and family violence sector through the CDFVR's consultative mechanisms, the Department of Communities' research priorities and the Queensland Government Domestic and Family Violence Strategy.

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<sup>1</sup> CDFVR Service Plan, pages 35 & 36.

In addition to a quarterly financial report, the Department of Communities requires a quarterly report on funded activities, based on key performance measures associated with the funded activities, as follows.

### **1. Service support and development (NCCS A07.1)**

Number of occasions that service support and development activities were undertaken.

**Relevant NCCS definitions** (i.e. counting rules):

Activities of coordinating bodies and state wide peak organisations; coordination of integrated and / or coordinated responses to domestic and family violence.

### **2. Community/group development and support (NCCS A07.2)**

Number of occasions that community/group development and support activities were undertaken.

**Relevant NCCS definitions** (i.e. counting rules):

Promotion of greater public awareness about social issues (for example, problems such as child abuse and neglect; community services) through the provision of information.

### **3. Social planning, social action and group advocacy (NCCS A07.3)**

Number of hours of social planning activities undertaken.

**Relevant NCCS definitions** (i.e. counting rules):

Activities that aim to develop policies, programs and plans for the delivery of community services. Includes systematic investigation of existing programs and services, gathering of information from field expertise and experience, and publicising and applying information gained.

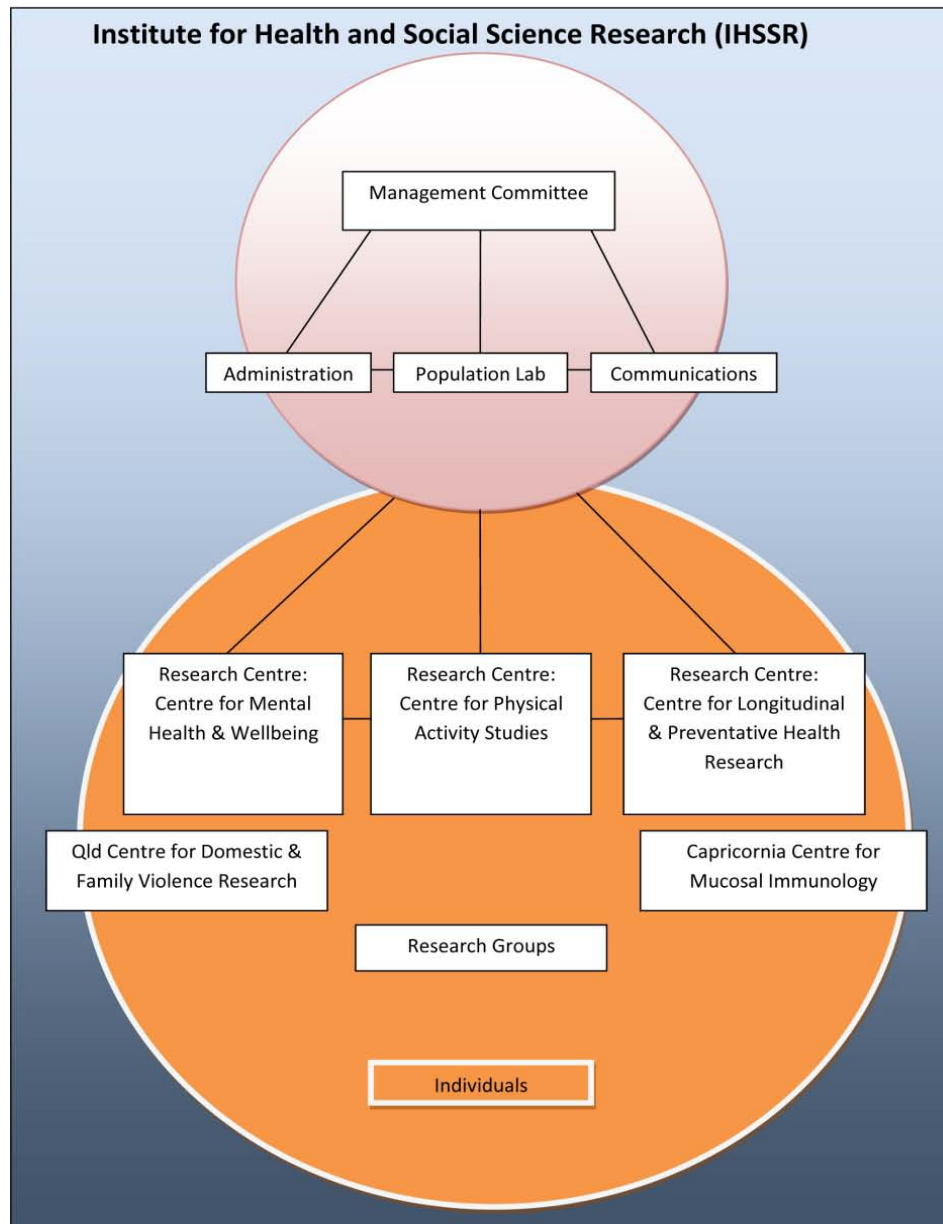
CDFVR is also required to report on the number of Aboriginal or Torres Strait Islander people and organisations that access CDFVR products; the number of people who access CDFVR products that are aimed at enhancing cultural competence; and the number of people from culturally or linguistically diverse backgrounds, or organisations specifically for people from culturally or linguistically diverse backgrounds, who utilise CDFVR products. This is addressed in the report under “culturally inclusive practice”.

The structure of this report is largely based on the reporting requirements set out above. As indicated in the report, 2011 was another busy and highly productive year for CDFVR. We look forward to continuing to deliver service support and development; community development and support; and social planning, social action and group advocacy in 2012 and beyond.

## 2. ORGANISATIONAL STRUCTURE AND STAFF

Organisationally, CDFVR is located within the Institute for Health and Social Science Research (IHSSR), Academic and Research Division, CQUniversity Australia. The IHSSR incorporates several research centres, as well as providing a 'home' for a number of research groups and individual researchers. It also houses the Population Research Laboratory, enabling research through Computer Assisted Telephone Interviews (CATI) and on-line surveys, such as the IHSSR Australian Health and Social Science Panel Study.

**Structure of IHSSR**



The purpose of the IHSSR is to provide:

“a focus for multidisciplinary research that addresses the real needs of the communities in which it operates, and informs the undergraduate and postgraduate curriculum of CQUniversity Australia. The primary focus of this research is on informing, monitoring and evaluating programs, interventions and behavioural changes that promote healthy, safe and viable communities” (IHSSR web site <http://ihssr.cqu.edu.au>).

In order to achieve its purpose, the IHSSR has two broad aims which are:

1. To conduct and promote high quality health and social research which contributes to understanding and improving the wellbeing of individuals, communities and environments;
2. To contribute to theoretical debates about the place of regional communities in a time of globalisation.

CDFVR is physically located on the Mackay Campus. It employs 5 full time staff on fixed-term contracts, reflecting the duration of the defined term funding agreement with the Department of Communities. These positions and respective staff members (including both Administration Officers who served CDFVR at some time during 2011) are:

CDFVR staff	
Director / Senior Research Officer	Heather Nancarrow
Administration Officer	Sue Atto/Lauren Pattie
Education Officer/Business Manager	Annie Webster
Education Officer	Renette Viljoen
Multi-media Officer	Clinton Rawsthorne

CDFVR's Director is very pleased to have the support of CQUniversity in relation to completing her PhD being undertaken in the School of Criminology and Criminal Justice at Griffith University. CQUniversity's Pro Vice-Chancellor (Research) made funds available to employ a part-time Business Manager for nine months to allow her time to focus on the PhD research.

Annie Webster was appointed part-time (.5 FTE) Business Manager for the period 1 July 2011 to 30 March 2012. During that time, Terese Kingston was appointed to the consequential part-time (.5 FTE) role of Education Officer. Terese has also been providing research assistance throughout 2011.

### 3. CDFVR ADVISORY MECHANISMS

CDFVR continues to work with its Aboriginal and Torres Strait Islander Reference Group, established in early 2003. The key task of the Reference Group is to provide cultural advice in relation to research and other projects and to convene the annual Indigenous Family Violence

Prevention Forum. In 2011, the Reference Group assisted with planning and implementing the Indigenous Family Violence Prevention Forum, reviewing the evaluation of the 2011 Forum and establishment of themes for the 2012 Forum.

The membership of the Aboriginal and Torres Strait Islander Reference Group is provided below:

<b>CDFVR's Aboriginal and Torres Strait Islander Reference Group members</b>	
Dr Jackie Huggins AM	Brisbane
Harold Fatnowna	Brisbane
Pat Cora	Cairns
Jenny Binsiar	Mackay
Shirley Slann	Mt Isa
Charles Passi	Thursday Island

The CDFVR Advisory Group was established in 2010 to provide a state wide mechanism for CDFVR staff to efficiently consult with sector representatives from across the State.

Membership of the CDFVR Advisory Group is as follows.

<b>CDFVR Advisory Group membership</b>	
<b>Network/agency represented</b>	<b>Representative</b>
CDFVR's Aboriginal and Torres Strait Islander Reference Group	Shirley Slann
Queensland Domestic Violence Services Network	Amanda Lee-Ross
Domestic Violence Court Assistance Network	Gen Houston
Services and Practitioners for the Elimination of Abuse Qld	Lee Williams
Combined Women's Refuge Group (SEQ)	Tracey Amos
Central Queensland Combined Women's Refuge Group	Kathy Cave
North Queensland Women's Services Network	Heather Selke
Queensland Sexual Assault Network	Karin Cheyne
Women With Disabilities Australia	Donna Justo

Immigrant Women's Support Service	Cecilia Barassi-Rubio
Sisters Inside	Debbie Kilroy
Elder Abuse Prevention Unit	Chris Procopis
Mackay and District Australian South Sea Islander Association	Pam Viti-Tomarra
<b>Individuals</b>	<b>Area of expertise</b>
Betty Taylor	Training
Jenny Binsiar	Community development
Heather Douglas	Research/law

Members of the CDFVR Advisory Group have contributed to various projects and initiatives, including the review and revision of the Domestic and Family Violence Database, the production of fact sheets and other resources, and identification of research seminar presenters.

## 4. REPORT ON SERVICE PROVISION

### 4.1 SERVICE DEVELOPMENT AND SUPPORT

Under the definition of the National Classifications of Community Services, “service development and support” relates to activities of coordinating bodies and state wide peak organisations; and coordination of integrated and / or coordinated responses to domestic and family violence. CDFVR’s Indigenous Family Violence Prevention Forum, its partnership with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak, and its participation in various domestic and family violence prevention networks comprise this section of the report.

#### Annual Indigenous Family Violence Prevention Forum

One of the hallmarks of the Forum over the years has been the representation of men and women, young people and elders from urban, rural and remote parts of the state. In 2011, the Forum again achieved this level of diversity among its participants and presenters.

The return to a State-focused forum this year contributed to the broad geographical distribution of the 135 participants. People attended from remote areas such as Palm Island, Cunnamulla, Lockhart River, Thursday Island, Bamaga, Cooktown, Hopevale, Mornington Island, St. George and Weipa. A majority of the people who attended this year were from Queensland (95% n=128) with the remaining 5% (n = 7) from New South Wales, the Northern Territory, Victoria and New South Wales.



*Circles Forum presenters, Bruce Simpson, Gil Thomsen and Jason Jarro giving feedback on Yarning.*

### **Accredited Course in Responding to Domestic and Family Violence (30949QLD)**

CDFVR's accredited *Course in Responding to Domestic and Family Violence* continued to be sought after and delivered by Betty Taylor and Amanda Lee-Ross through TAVAN Institute, a registered training organisation. In May 2011, re-accreditation was granted until May 2016.

Three key initiatives related to the Course were conducted by CDFVR in partnership with others during 2011. These are discussed below.

#### ***Three-day training for Indigenous Family Violence Prevention Forum participants***

CDFVR offered Indigenous participants who attended the forum the opportunity to take part in free accredited training in the first unit of *Course in Responding to Domestic and Family Violence (30949QLD) – Recognise and Respond Appropriately to Domestic and Family Violence*. Twenty one participants from areas such as Yarrabah, Palm Island, Cherbourg, St. George, Aurukun and Hopevale were able to take advantage of this offer and improve their skills and knowledge about domestic and family violence.



*Workers attending the three-day training opportunity, presented by Betty Taylor (second row center) and Shirley Slann (Mt. Isa) who was absent for the photo.*

#### ***Training for state wide Aboriginal and Torres Strait Islander Family Support Services***

By direct invitation, CDFVR formed a partnership with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) to deliver training for up to 80 staff of the

Aboriginal and Torres Strait Islander Community Controlled Child Protection Sector (Family Support Services).

A grant of \$80,520 was provided by the Department of Communities (Child Safety Services) for this training initiative. TAVAN institute was contracted by CDFVR to deliver CDFVR's accredited *Course in Responding to Domestic and Family Violence (30629QLD)*. The training was delivered in Brisbane by Betty Taylor and in Cairns by Amanda Lee-Ross. The roll out of the QATSICPP training, which was delivered to 78 participants from 15 organisations state-wide, was completed in mid-2011.

### **Network participation**

The CDFVR Director, Heather Nancarrow participated in meetings of the Queensland Domestic Violence Services Network and the Queensland Sexual Assault Network. She spoke at Domestic Violence Prevention month events in Bowen, Gold Coast and Mackay. Annie Webster, Education Officer/Business Manager, participated in meetings of the Mackay Regional Domestic and Family Violence Network and the Health and Community Services Workforce Council's Skills Development Network (WDN), as well as a collaborative meeting between the WDN and the Disability Support Training Network and the Professional Support Network in Mackay. She participated in the launch of training for Indigenous Family Support Officer training delivered by CDFVR in collaboration with the Q'ld Aboriginal and Torres Strait Islander Child Protection Peak and attended meetings of the Queensland Domestic Violence Services Network and the Australian Domestic and Family Violence Clearinghouse.

Teleconferences were held between CDFVR and the National Rural Women's Coalition and Australian Violence Against Women Alliance (AWAVA) to progress a primary prevention project in rural and remote communities. The education officer/business manager and part-time education officer met with a locally-formed Aboriginal and Torres Strait Islander reference group to discuss the development of a factsheet for Aboriginal and Torres Strait Islander women.

## **4.2 COMMUNITY/GROUP DEVELOPMENT AND SUPPORT**

This section of the report relates to CDFVR activities concerned with the promotion of greater public awareness about domestic and family violence through the provision of information, such as information provided through the CDFVRe@der, research seminars, the production and distribution of research seminar DVDs, public speaking and media interviews.

### **Quarterly publication: the CDFVRe@der**

Each quarter during 2011, the CDFVRe@der (the Re@der) was produced and distributed to over 800 agencies and individuals. The Re@der provides information relevant to the domestic and family violence prevention sector, including information on research findings, major policy initiatives, legislative reforms, new resources, innovations in service delivery and training opportunities.

Feature articles in the four 2011 Re@ders included:

- Challenging governments – workplace laws, rights and entitlements, seeking security by promoting women's economic wellbeing following domestic violence, and the cost and barriers to financial security (Vol. 9, No.3 March 2011);

- Cultural competence and domestic violence and pathways to a violence free health (Vol. 9, No. 4 June 2011);
- The domestic and family violence database summary on disabilities, preparing your agency to be responsive and accessible to people with disabilities and a human rights approach (Vol. 10, No. 1 September 2011); and
- The National Council to Reduce Violence Against Women and their Children panel discussion, preventing violence against immigrant and refugee women in AU, and the 2011 Domestic and Family Violence Prevention Awards (Vol. 10, No. 2 December 2011).



Free hard copies of the Re@der, and/or emailed copies, can be obtained by subscription (at <http://www.noviolence.com.au/resourceorders/resourceorderform.html>). The Re@der is also available online and in PDF format on the CDFVR website ([www.noviolence.com.au](http://www.noviolence.com.au)).

### **Research seminars and DVDs**

One research seminar were conducted in Mackay and broadcast via video-conference to nine sites throughout the State. Those sites were Brisbane, Bundaberg, Emerald, Cairns, Gladstone, Rockhampton, Thursday Island, Townsville and Mt Isa. A DVD was produced and distributed to stakeholders on request.

One panel discussion was conducted at the CQCM Theatre in Mackay and video-recorded. A DVD was produced and will be distributed to stakeholders on request in February, 2012.



*Professor Jane Ursel.*

**1. *Women Seeking Safety: Victim's perspectives on justice and social service system responses to domestic violence***

Professor Jane Ursel, a professor of Sociology at the University of Manitoba in Canada, presented early findings of a longitudinal study aimed at mapping the trajectories of change, and identifying facilitative and inhibitive factors in women's pursuit of freedom from intimate partner violence. The data for the study was drawn from interviews with 665 Canadian women, from 40 communities across 3 provinces, who had experienced intimate partner violence. Seven waves of interviews were conducted over 4.5 years, with each woman being interviewed every six months about their experiences of services, parenting and their health as a result of their abuse history. The early findings include interesting comparisons among Aboriginal and non-Aboriginal Canadian women, including their perspectives on the criminal justice system.

**2. *National Plan to Reduce Violence against Women and their Children***

In October 2011, seven of the ten members of the National Council to Reduce Violence against Women and their Children (the Council), participated in a panel discussion on the implementation of COAG's National Plan. The discussion highlighted how communities can work in partnership with government organisations toward reducing and preventing violence. The passion and wealth of experience the members of the National Council brought to the process of developing Time for Action was clearly evident throughout the presentation, as was their enthusiasm for continuing the work that will be necessary to take advantage of this groundbreaking new policy in fostering social, cultural and political change.



*Members of the panel discussion is (left to right): Vanessa Swan (SA), Heather Nancarrow (Qld), Amanda Lee-Ross (facilitator), Libby Lloyd AM (ACT), Dorinda Cox (WA), Melanie Heenan (Vic), Maria Dimopoulos (Vic), and Pauline Woodbridge (Qld).*

### **Public speaking**

The CDFVR Director participated in the National Council to Reduce Violence against Women and their Children panel discussion event held at CQUniversity in October. She spoke at Domestic and Family Violence Prevention Month events in Bowen, Gold Coast and Mackay and delivered a presentation at the Australian Association of Social Workers' Conference in Townsville, in November. She and Renette Viljoen (Education Officer) also presented at the CQUniversity Research Expo and discussed their research with Julie Hare from The Australian. Annie Webster, Education Officer/Business Manager presented and participated in a discussion at Mackay Men's Shed and gave a presentation at the Coordinated Community Response meeting.

### **Media interviews**

Media interviews were conducted with various media outlets including ABC Tropical North (Mackay and Townsville), The Wire, Bowen Independent, ABC Australia Talks, Channel 7 (Brisbane), QUT News Radio, ABC Gold Coast and Sunshine Coast the Mackay Daily Mercury and WIN News on the National Council and National Plan. CDFVR Director also spoke to Radio National (The Wire) on the *Ending Domestic Violence in the Pacific* forum.

### 4.3 SOCIAL PLANNING, SOCIAL ACTION AND GROUP ADVOCACY

CDFVR activities related to social planning, social action and group advocacy are predominantly research, publications, the provision of expert advice and the coordination, collation and distribution of information from the Domestic and Family Violence Database. Activities conducted in 2011 in each of these categories are discussed below.

#### Research projects

##### ***Australian Health and Social Science Panel study: Attitudes to and experiences of intimate partner abuse, adolescent-to-parent abuse, and elder abuse.***

This study is being conducted by CDFVR Director, Heather Nancarrow and Christine Hanley, Manager of the Population Research Laboratory, with research assistance from Renette Viljoen, CDFVR Education Officer, and Dr Teresa Moore, School of Education, CQUniversity.

The Australian Health and Social Science (AHSS) Panel was initiated and funded by the Institute for Health and Social Science Research at CQUniversity Australia. The panel affords researchers the ability to examine the unique issues affecting Australians now and into the future through targeted and regular research using an online survey method with a randomly selected national group (panel) of participants. The online surveys were administered through the Population Research Laboratory. The study utilised the AHSS panel to conduct an online survey to gather important information about attitudes to and experiences of intimate partner abuse, elder abuse and adolescent-to-parent abuse. The survey was completed by 1,606 panel members between the 30th of November and the 22nd of December 2010. A report from this study and a range of peer reviewed journal articles will be available in 2012.

##### ***Aspirations and realities: Aboriginal and Torres Strait Islander women's experiences of mainstream domestic violence legal policy.***

This CDFVR project is being conducted solely by Heather Nancarrow and will be submitted to Griffith University as her doctorate thesis in Criminology and Criminal Justice. The research will explore how domestic and family violence law is being used for cases involving Aboriginal and Torres Strait Islander people, compared to other Australians; how they experience the police and court process; what happens as a result; and what needs to change, if anything, to enhance the justice response for Aboriginal and Torres Strait Islander people affected by domestic and family violence.

##### ***Cultivating empathy in human service practitioners (with Susan Gair, JCU and Tania Signal, CQU).***

CDFVR is collaborating with the CQUniversity Psychology Department and the James Cook University Social Work Department in a project examining empathy levels in human services students. Using an online questionnaire, the research team will survey students currently enrolled in a human services discipline/program such as social work or psychology at CQUniversity and JCU. The survey is designed to measure current levels of empathy among the target groups of students by examining responses to domestic violence related vignettes differentiated by the ethnicity of the abused. The aim is then to utilise the findings to identify training needs and/or teaching resources for human services students. The online survey will be launched at both universities in Term One, 2012.

### ***Intimate partner abuse of women in Queensland.***

CDFVR Director, Heather Nancarrow in collaboration with Dr Karena Burke (Postdoctoral Research Fellow, IHSSR), Professor Stewart Lockie (National Institute for Rural and Regional Australia, Australian National University), Renette Viljoen (CDFVR), and Jahar Choudhury (Biostatistician, IHSSR) completed this project in late 2011. This study replicates, and expands, CDFVR's research on Intimate Partner Abuse in the Bowen Basin and Mackay region of Central Queensland (Nancarrow et al, 2009).<sup>2</sup> It provides a benchmark on the nature and prevalence of intimate partner abuse in Queensland, assisting the Queensland Government to monitor and target resources for the prevention and amelioration of the effects of intimate partner abuse and, in particular, to monitor "a reduction in the occurrence of domestic violence over time" (Queensland Government, 2009, p.12)<sup>3</sup>. Also, to better understand the risk factors for intimate partner abuse and the impact on women's health and wellbeing, the study examines associations between women's experiences of intimate partner abuse and a range of demographic, relational and behavioural factors, as well as women's use of specialist domestic violence services. A report from the study is now available.

### **Publications**

In 2011, two research reports and one peer reviewed journal article authored, or co-authored, by the CDFVR Director, Heather Nancarrow, were published. These publications are listed below.

#### ***Reports***

- Nancarrow, H. and Viljoen, R (2011) "Breaking the Cycle – Trial Integrated Response to Domestic and Family Violence: Client Experiences and Outcomes", Research Report. CDFVR, Central Queensland University.
- Nancarrow, H., Burke, K., Lockie, S., Viljoen, R. And Choudjry, J (2011) "Intimate partner abuse of women in Queensland", Research Report. CDFVR, Central Queensland University.

#### ***Refereed Journal Articles***

- Lockie, S., Nancarrow, H. & Sharma, S. (2011) "Intimate partner abuse and women's health in rural and mining communities" *RURAL SOCIETY* Volume 20, Issue 2, April 2011.

### **Expert advice**

Expert advice was provided by the Education Officer/Business Manager through participation in The Australian Domestic and Family Violence Clearinghouse advisory group in Sydney; by the Director and Education Officer/Business Manager to Price Waterhouse Cooper's consultation on FaHCSIA's proposed Centre for Excellence. CDFVR staff provided expert advice to community members who attended CQUniversity Open Day in August.

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<sup>2</sup> Nancarrow, H., Lockie, S. & Sharma, S. 'Intimate partner abuse of women in a Central Queensland mining region' Trends and Issues in Crime and Criminal Justice No. 378 July 2009. Australian Institute of Criminology.

<sup>3</sup> Department of Communities (2009) *For our Sons and Daughters: Queensland Government strategy to reduce domestic and family violence 2009-2014*. Queensland Government.

Expert advice was also provided by the CDFVR Director through her roles as: Chair of the Domestic and Family Violence Strategy Implementation Advisory Group; Deputy Chair of the national Violence against Women Advisory Group; and member of the Australian Domestic and Family Violence Clearinghouse Reference Group. Each of these is discussed briefly below.

***Chair: Domestic and Family Violence Strategy Implementation Advisory Group***

This Advisory Group was established by the Minister for Communities and Housing and Minister for Women, Karen Struthers, to provide advice on implementing “For our sons and daughters: The Queensland Government’s strategy to reduce domestic and family violence in Queensland 2009 – 2014”.

In addition to the Chair, the Advisory Group has six non-government members (Shirley Slann, Rebecca Shearman, Paul Monsour, Amanda Lee-Ross, Donna Justo and Colleen Wall); and two ex-officio Government representatives: Cathy Taylor (Department of Communities); and Inspector Mark Wheatley (Queensland Police Service). In 2011 the major focus of the Advisory Group was providing advice on the review of the *Domestic and Family Violence Protection Act 1989* and the Queensland action plan for the implementation of the *National Plan to Reduce Violence Against Women and their Children*.

***Deputy Chair: Violence Against Women Advisory Group***

The Violence Against Women Advisory Group (VAWAG) advised the (then) federal Minister for the Status of Women, Kate Ellis, on the development of the Council of Australian Governments’ (COAG) National Plan to Reduce Violence against Women and their Children. The blue print for the COAG plan was *Time for Action*, which was developed by the National Council to Reduce Violence Against Women and their Children.

The VAWAG was chaired by Libby Lloyd AM and its membership included: Mick van Heythuysen OAM (South Australia), Dr Leigh Gassner (Victoria), Victoria Hovane (Western Australia), Dr Rae Kaspiew (Victoria), Annie Parkinson (New South Wales), Bess Price (Northern Territory) and Norman Reaburn (Tasmania).

***Member: Australian Domestic and Family Violence Clearinghouse Reference Group***

The Australian Domestic and Family Violence Clearinghouse (ADFVCH) Reference Group was established by the ADFVCH to provide expert stakeholder input for its planning and development and meets approximately three times each year.

Other members of the ADFVCH are: Jan Breckenridge (Director, Centre for Gender-Related Violence Studies, UNSW), Dr Michael Flood (Researcher, University of Wollongong), Vig Geddes (Coordinator, Domestic Violence Resource Centre, Victoria), Matina Mottee (Consultant, Older Women’s Network), Annie Parkinson (Representative, Women with Disabilities Australia), Antonia Quadara (Director, Australian Centre for the Study of Sexual Assault), Pauline Woodbridge (North Queensland Domestic Violence Resource Service); Sue Green (Director of Nura Gili, UNSW), Helen McNeair (Chair, Indigenous Women’s Congress WA), Leonie Bloomfield (Research Manager, Safety Taskforce, FaHCSIA).

**Domestic and Family Violence Database**

Each quarter, CDFVR prepared a global (statewide) summary from data entered into its Domestic and Family Violence Database by service providers and posted the summary on the website. Individual service level reports were also prepared for each of the participating services (approximately 28 but not all services entered data every quarter). The Domestic and Family

Violence Database was also used as a source of data for analysis of service use by particular client groups, which formed the basis of articles published in the CDFVRe@der.

The CDFVR Service Agreement with the Department of Communities requires that the Domestic and Family Violence Database be renegotiated in 2011, to reflect changing data needs associated with the implementation of the Queensland Government strategy to reduce domestic and family violence, including amendments to the *Domestic and Family Violence Protection Act 1989*. In 2010, and in preparation for the renegotiation of the Database, CDFVR convened a database sub-group of the CDFVR Advisory Group to consider community sector data needs and gather feedback on areas of the database requiring improvement. Members of the database sub-group are: Gen Houston (representing the Domestic Violence Court Assistance Network), Chris Procopis (representing the Elder Abuse Prevention Unit) and Heather Douglas.

In September 2011, CDFVR formed a data advisory group made up of representatives from the domestic violence sector and the Department of Communities to discuss what the new minimum dataset for Queensland would look like.

The minimum dataset is now in draft form and is comprised of snapshots of specific current issues. A data collection form, code book, protocol/guide and web interface will be completed in early 2012. A training DVD to support workers using the database will be developed and CDFVR is hoping to be collecting the first round of data by mid-2012.

## 5. CULTURALLY INCLUSIVE PRACTICE

This section relates to CDFVR's engagement with Aboriginal and Torres Strait Islander people and agencies, and people of other culturally and linguistically diverse backgrounds and agencies specifically for them.

CDFVR is required to report on the number of Aboriginal or Torres Strait Islander people and organisations that access CDFVR products; the number of people who access CDFVR products that are aimed at enhancing cultural competence; and the number of people from culturally or linguistically diverse backgrounds, or organisations specifically for people from culturally or linguistically diverse backgrounds, who utilise CDFVR products. During 2010 new procedures were put in place to facilitate accurate data collection to fulfill this requirement. For example, the online research seminar registration forms, resource order forms and the CDFVRe@der subscription form were re-designed to ask:

1. Please indicate which ONE of these best reflects your cultural identity: a) Aboriginal, b) Torres Strait Islander, c) Aboriginal and Torres Strait Islander, d) Australian South Sea Islander, e) Combination of any of the above, f) non-English speaking background, g) Other non-Australian background, h) non-Indigenous Australian.
2. Do you or your agency provide services predominantly to Aboriginal and Torres Strait Islander people?
3. Do you or your agency provide services predominantly to culturally and linguistically diverse communities?

These new online forms were fully operational from April 2011. The information provided below is based on the newly implemented data collection processes:

### **Aboriginal and Torres Strait Islander people**

CDFVR maintains an actively involved Aboriginal and Torres Strait Islander Reference Group which is also represented, by Shirley Slann, on the broader CDFVR Advisory Group. As noted above, the key task of the Aboriginal and Torres Strait Islander Reference Group is to assist with planning and implementation of the annual Indigenous Family Violence Prevention Forum. In 2011, the 7th Annual Indigenous Family Violence Prevention Forum was held. Of the 135 participants, 128 (95%) were from Queensland with the remaining 5% (n=7) from New South Wales, the Northern Territory, Victoria and New South Wales.

In addition to the 89 Aboriginal or Torres Strait Islander people who attended the Indigenous Family Violence Prevention Forum, it is estimated that 659 Aboriginal or Torres Strait Islander people or agencies accessed products or services from CDFVR. Further, 310 copies of the CDFVR resource Aboriginal and Torres Strait Islander Family Violence: Facts and Figures were distributed on request to various Aboriginal and Torres Strait Islander and non-Indigenous organisations.

Data from the 2011 annual client satisfaction survey reveals that the majority (11) of the 21 Aboriginal and Torres Strait Islander people who completed the survey and received the fact sheets, found them to be “very useful” (nine found them “useful”) and the majority (11) of the 19 Aboriginal and Torres Strait Islander people who had received the CDFVRe@der and completed the survey found it to be “very useful” (eight found it “useful”). Ten of the 17 Aboriginal or Torres Strait Islander people who had visited the CDFVR website and completed the survey reported that the information on the website was “very easy” to find, while six reported that it was “quite easy” and the remaining one reported that it was “average” to find the information they wanted.

### **People from other culturally and linguistically diverse backgrounds**

CDFVR maintains Memoranda of Understanding (MOU) with the Immigrant Women’s Support Service and the Elder Abuse Prevention Unit and both of these agencies are represented by their managers (Cecilia Barassi-Rubio and Chris Procopis, respectively) on the CDFVR Advisory Group. The MOU recognise our agencies’ mutual interests and particular expertise, and sets out an agreement between each of them and CDFVR for collaboration on projects that involve the specific interests of their clients.

Eleven people/agencies who deliver services predominantly to people from culturally and linguistically diverse backgrounds participated in the seminar presented by Dr Jane Ursel, 86 received a copy of each of the quarterly CDFVRe@der (a total of 344 copies), 111 received various CDFVR fact sheets and DVDs, and six attended the National Plan panel event.

Data from the 2011 annual client satisfaction survey reveals that for the 38 CALD stakeholders who had received fact sheets and completed the survey 28 found them to be “very useful”, eight found them to be “useful” and two found them to be “average”. Of the 34 CALD stakeholders who had received the CDFVRe@der and completed the survey, 21 found it “very useful”, 10 found it “useful” and three found it “average”. Thirty-five CALD stakeholders had visited the CDFVR website and completed the survey; 19 reported that the information they wanted on the website was “very easy” to find, 11 reported it was “easy” to find, one reported it was “quite difficult” and the remaining one reported the ease with which the information was found was “average”.

## 6. STAKEHOLDER FEEDBACK ON CDFVR PRODUCTS

Each year, CDFVR conducts an online stakeholder survey to seek feedback on the usefulness of its resources, specifically the fact sheets, the CDFVRe@der and the website. A total of 158 people responded to the online survey. The following table provides a breakdown of the respondents' place of work (in descending order of frequency), which is illustrative of the role diversity within CDFVR's stakeholder group.

Survey respondents place of work		
Work place type	Number	%
General community service	68	(43.0)
Domestic and family violence specific service	61	(38.6)
Other	9	(5.7)
Indigenous specific service	7	(4.4)
University	8	(5.1)
Other education	2	(1.3)
Student	2	(1.3)
No response	1	(0.6)
Total	158	(100)

Respondents to the survey are asked to rate how useful the fact sheets and the CDFVRe@der are, and to rate the ease with which relevant information can be found on the CDFVR website. Respondents are also invited to provide comments about the fact sheets and about the CDFVRe@der. The results are reported below.

### Resources:

In 2011 CDFVR distributed 51,382 factsheets and 2,426 DVDs to 833 people/agencies – predominantly in Queensland. Eighteen percent (n=148) of these 833 people/agencies delivered services predominantly to Aboriginal, Torres Strait Islander and/or South Sea Islander people and 13% (n=111) delivered services predominantly to people from culturally and linguistically diverse backgrounds. People/agencies who provide services predominantly to non-Indigenous Australians made up the remaining 69% (n=574) who received resources.

### Factsheets:

Of the total 158 stakeholders who completed the annual stakeholder survey, 135 had received fact sheets. Within that group 78 percent (n =105) stated that the fact sheets were “very useful”. A further 22 percent found them “useful”, four people found them “average” and four people reported they were “not useful”.

There were no negative comments about the fact sheets, nor were there any suggestions for improvement. Comments about the fact sheets included the following, which are reasonably representative:

- *I have noticed that I have needed to restock these items in our antenatal /parent waiting area; they are also useful for those clients who are aware that they are not in a supportive relationship, but are not aware of the impact that that relationship has.*
- *Has been useful for families we work with who have issues of DV that are identified by us or the department as child protection concerns.*
- *We hand these out to clients and volunteers and they all find them very helpful.*

### **CDFVRe@der**

One-hundred-and-twenty-four of the 158 survey respondents are subscribed to the CDFVRe@der. Of those, 66.1 percent (n = 82) reported that they found the CDFVRe@der “very useful”, 30.6 percent (n = 38) reported it was “useful” and five people said it was “average”. Again no negative comments, nor suggestions for improvement, were recorded by survey respondents. Typical comments are provided below:

- *All of the specific initiatives provide this service with cutting edge information and research that we can readily apply in our work in the Gold Coast region. The journal and education sessions are very useful and informative.*
- *An excellent resource to keep updated within the sector. It provides a great point of reference for the service and is a useful tool for summarising events and resources.*
- *About 20% of our clientele is Indigenous and we also have clients from overseas. I find the information in this newsletter very useful.*
- *Keeps me informed of what is happening in research and helps me understand and learn about domestic violence - something I will probably encounter in my future work as a social worker/counselor.*

### **Website ([www.noviolence.com.au](http://www.noviolence.com.au))**

Of the 158 respondents to the survey, 72.8 percent (n = 115) had recently visited the CDFVR website and 117 people rated the ease with which the information they wanted could be found. Just over half (45.2%) of those who rated the ease of accessing information said it was “very easy” to find information on the website. A further 42.7 percent reported it was “quite easy” to find the information and 12 people said the ease of finding the information was “average”. Two people indicated that it was quite difficult to use the website.

### **Research seminars**

CDFVR also conducts an evaluation after each research seminar presentation. Of particular interest is whether the seminars are found to be useful for informing domestic and family violence prevention work in Queensland, whether the seminars result in increased knowledge about the topic, and any suggestions people have for improvements to the research seminar presentations. Following are the results for the two research seminars held in 2011.

## **1. Women Seeking Safety: Victim's perspectives on justice and social service system responses to domestic violence**

A total of 48 people completed the evaluation survey for Dr Jane Ursel's seminar presentation. The majority (72.9%) found it useful for informing domestic and family violence support work in Queensland and the majority reported increased knowledge, as illustrated in the table below.

<b>Increased knowledge</b>		
	<b>Number</b>	<b>%</b>
Learned nothing new but knowledge was affirmed/consolidated	17	(35.4)
Learned something new and valuable	18	(37.5)
Learned quite a lot	7	(14.6)
Knowledge has increased greatly	4	(8.3)
Knowledge not increased at all	2	(4.2)
<b>Total</b>	<b>48</b>	<b>100</b>

Comments for Jane Ursel's presentation illustrated the diverse audience that CDFVR draws on for these seminars. Below is a sample of the type of comments contributed by participants:

- *Excellent data in research. May be indicative of local experiences.*
- *I found the seminar of general use for considering how to improve government responses to the needs of Aboriginal and Torres Strait Islander people affected by family violence.*
- *The ability to utilise long term study data will be invaluable and an important contribution to the sector.*
- *The session ended abruptly. It would have been good if the venues were booked for a little more time so that could hear questions.*
- *Your data would be different if women from the Cape York Peninsular area were some of the interviewees.*

CDFVR welcomes constructive feedback and continually works to address any issues raised by audience members.

## **2. National Plan to Reduce Violence against Women and their Children**

Of the people who attended the panel event, 25 completed an evaluation form. Of those, the majority (96.0%) reported that the seminar provided information for domestic and family violence prevention work in Queensland, and the majority reported increased knowledge, as illustrated in the table below.

Increased knowledge		
	Number	%
Learned something new and valuable	3	12.0
Knowledge has increased greatly	13	52.0
Learned quite a lot	4	16.0
Learned nothing new but knowledge was affirmed/consolidated	3	12.0
Knowledge has not increased at all	2	8
<b>Total</b>	<b>25</b>	<b>100</b>

The following comments are indicative of the feedback received.

- *Excellent and very informative.*
- *I thought the panel discussion was very valuable in my line of work at the Qld Police Representative for SCAN (Suspected Child Abuse & Neglect) QPS are the highest referring agency to SCAN due to Domestic Violence where children are exposed to DV.*
- *It was fantastic. Informative, inspiring - what a bunch of awesome women! Loved the Strengths approach flavour - very positive*
- *Thank you for the opportunity to hear from such inspirational activated presenters. The presentation was pitched perfectly to sell the primary preventional component of the plan.*

## 7. FINANCIAL REPORT

CDFVR received funding of \$557,472 from the Department of Communities in 2011. An additional combined amount from the Indigenous Family Violence Prevention Forum of \$70,027 was made up of \$37,527 from registration fees and \$32,500 from CDFVR's Department of Communities triennial funding. An amount of \$80,520 transferred from the Queensland Aboriginal and Torres Strait Islander Child Protection Peak to CDFVR in 2010 to implement the Aboriginal and Torres Strait Islander Community Controlled Child Protection Sector (Family Support Services) training initiative has now been expended.

## Commitment of 'surplus' funds

ITEM	ALLOCATION
<b>Indigenous Family Violence Prevention Forum</b> (venue hire; flights, accommodation for speakers and reference group)	<b>\$30,000</b>
<b>Fact Sheets</b> Responding to demand for supplies from domestic violence sector	<b>\$15,000</b>
Print of new 'Information for Aboriginal and Torres Strait Islander Women	<b>\$10,000</b>
Translation of <i>Babies, Children and Young people</i> factsheets	<b>8,000</b>
<b>TOTAL</b>	<b>\$63,000</b>

## 8. CONCLUSION

In 2011 CDFVR convened its annual Indigenous Family Violence Prevention Forum 'Let's unite – Stop the fight!' and continued their partnership with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak to deliver accredited training on domestic and family violence for Aboriginal and Torres Strait Islander Family Support Services workers across the state.

CDFVR's accredited Course in Responding to Domestic and Family Violence (30949QLD) was reaccredited until 2016 and continues to be delivered across Queensland.

Feedback from stakeholders continues to show a high level of satisfaction with CDFVR products and services and CDFVR is in a strong financial position.

I would like to take this opportunity to sincerely thank the many people who have provided input into CDFVR's work through the CDFVR Advisory Group, the Aboriginal and Torres Strait Islander Reference Group, those who have completed our evaluations and the annual client survey. I would also like to sincerely thank the CDFVR staff, who continue to be dedicated to excellence in supporting the domestic and family violence prevention sector with knowledge, information and resources to do their very important work.



Heather Nancarrow  
Director.