Queensland Government’s implementation updates to recommendations arising from the *Domestic and Family Violence Death Review and Advisory Board 2017-18 Annual Report*

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<th>Recommendation</th>
<th>Agency</th>
<th>Implementation update</th>
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<td><strong>Recommendation 1</strong>&lt;br&gt;The Queensland Government consider what services or programs are available to support children who experience or witness domestic and family violence across the state. These should be domestic and family violence informed, with a focus on early intervention and prevention, as well as targeted services to respond to children who have, or are, experiencing domestic and family violence, with a view to enhancing their availability and accessibility. This should also include consideration of how to better identify and respond to cumulative harm; the roles and responsibilities of family support services in providing domestic and family violence informed assistance to at-risk families; and opportunities to expand existing culturally appropriate, trauma informed counselling services for children.</td>
<td>Department of Child Safety, Youth and Women</td>
<td>The recommendation is accepted in principle.&lt;br&gt;On 6 July 2020 the Minister for Child Safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded:&lt;br&gt;A literature review and jurisdictional analysis was commenced to identify evidence informed practice across the continuum of responses – from prevention through to therapeutic and recovery focused interventions. Exploration of current investment will be undertaken to identify perceived investment gaps and opportunities. This will include consultation with specialist domestic and family violence services as well as examining service delivery to children and young people delivered through family support agencies.&lt;br&gt;A focus of this exploration will be good practice in responding to the needs of Aboriginal and Torres Strait Islander children and young people who have experienced domestic and family violence. It will also include interventions for children and young people who are victims of domestic and family violence as well as young people who are using violence towards partners or family members.&lt;br&gt;<strong>On 18 August 2020 the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence responded:</strong>&lt;br&gt;The Department of Child Safety, Youth and Women will engage the Centre for Domestic and Family Violence Research, through Central Queensland University, to map existing responses to children and young people impacted by domestic and family violence, explore the strengths of existing responses and identify service gaps. The review will specifically focus on responses commissioned through the department and will explore evidence informed approaches across the continuum of responses – from prevention through to therapeutic and recovery focused interventions. The review will involve consultation with specialist domestic and family violence services, family support agencies and other relevant stakeholders.&lt;br&gt;A focus of this exploration is good practice in responding to the needs of Aboriginal and Torres Strait Islander children and young people who have experienced domestic and family violence.&lt;br&gt;It also includes interventions for children and young people who are victims of domestic and family violence as well as young people who are using violence towards partners or family members.&lt;br&gt;The review commenced in July 2020 and conclude in December 2020.</td>
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Recommendation 2
The Department of Child Safety, Youth and Women ensure current efforts that aim to build workforce capacity include the delivery of appropriate multi-cultural competency training to both specialist and mainstream service providers to enhance responses to people experiencing domestic and family violence from culturally and linguistically diverse backgrounds. This should take into consideration, but not be limited to, cultural risks and protective factors, different patterns of service engagement, and potential barriers to service access for both victims and perpetrators.

Department of Child Safety, Youth and Women

The recommendation is accepted.
On 6 July 2020 the Minister for Child safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded:
The Department of Child Safety, Youth and Women commissioned a state-wide Workforce Capacity and Capability Building Service for the domestic, family and sexual violence sector. A number of priority areas are identified for this service including but not limited to:
- working with Aboriginal and Torres Strait Islander and culturally and linguistically diverse (CALD) cohorts
- working with Aboriginal and Torres Strait Islander women and families
- women with disabilities
- working with priority groups e.g. refugees and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+)
- engagement with persons using violence
- vicarious trauma
- trauma and children
- person-centred practice.
These priority service areas will work to enhance responses to people experiencing domestic and family violence including working with people from CALD backgrounds.

Recommendation 3
Noting that the Third Action Plan of the Queensland Domestic and Family Violence Prevention Strategy 2016-26 will soon commence development, the Board recommends that a priority area of focus include improving system responses to victims and perpetrators of domestic and family violence from a culturally and linguistically diverse background. This should aim to extend upon those activities already undertaken as part of the delivery of the Second Action Plan, and focus on enhancing the capacity of

Department of Child Safety, Youth and Women

The recommendation is accepted.
On 6 July 2020 the Minister for Child safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded:
Improving system responses to victims and perpetrators of domestic and family violence (DFV) from culturally and linguistically diverse (CALD) backgrounds will remain a priority area of focus for the development of integrated DFV service responses and inter-agency models for responding to high risk cases.
The Department of Child Safety, Youth and Women commissioned the development of revised contemporary, evidence-based practice standards for the DFV sector, which includes a focus on appropriate responses for victims and perpetrators from CALD backgrounds.
The Department of Child Safety, Youth and Women has undertaken a project to develop information resources for people from CALD backgrounds to help them seek assistance and support for domestic and family violence. The project has been undertaken in stages:
- Stage 1: primary and secondary research with DFV victims and specialist DFV service providers to identify and analyse the information needs and preferences of, and cultural considerations for communication with, DFV
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<th>Community members, including identified female leaders, to implement locally-led solutions, which build on initiatives currently underway at a state and national level.</th>
<th>victims from CALD backgrounds and to formulate recommendations for the development of culturally and linguistically appropriate printed information resources for CALD victims.</th>
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<td>• Stage 2: Based on the findings and recommendations of stage 1, develop content for the printed resources to ensure DFV victims from CALD backgrounds have access to easy to read, accurate, culturally sensitive information about DFV and how to access support/assistance.</td>
<td>• Stage 2: Based on the findings and recommendations of stage 1, develop content for the printed resources to ensure DFV victims from CALD backgrounds have access to easy to read, accurate, culturally sensitive information about DFV and how to access support/assistance.</td>
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<td>• Stage 3: Market test the draft resources with the target audience and make recommendations to refine the resources based on the results of market testing.</td>
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<td>• Stage 4: Translation of resource content into the required languages.</td>
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<td>• Stage 5: Creation of culturally appropriate content and design of resources informed by the stage 1 research. This includes translation of the content, market testing and typesetting.</td>
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<td>• Stage 6: Production of resources, distribution and promotion.</td>
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<td>A pilot of the CALD DFV resources has commenced in Logan. After the conclusion of the CALD DFV resources pilot, an evaluation will be undertaken to gauge the effectiveness of the resources and to inform the plan for the roll out of the resources for the remainder of the state. On 18 August 2020 the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence responded: The Department of Child Safety, Youth and Women commissioned the development of contemporary, evidence-based practice standards for the DFV sector to ensure high quality service delivery across Queensland. This will include the development of practice standards for appropriate responses for victims and perpetrators from CALD backgrounds. These standards were published in early 2019 and came into effect from 1 July 2020. DCSYW has undertaken a project to develop information resources for people from CALD backgrounds to help them seek assistance and support for domestic and family violence. Following extensive research and testing in the design phase, these resources are due to be released in mid-2020. An evaluation will be undertaken to gauge the effectiveness of the resources. The new Practice Standards came into effect from 1 July 2020. On 1 October 2020 the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence responded: Contemporary, evidence-based practice standards for the domestic and family violence sector to ensure high quality service delivery across Queensland, including responses for victims and perpetrators from culturally and linguistically diverse backgrounds, were published on 1 July 2020.</td>
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Also in July 2020, domestic and family violence information resources were released for people from culturally and linguistically diverse backgrounds to help them seek assistance and support for domestic and family violence. The resources are translated into 29 languages and are available on the [End Domestic and Family Violence website](#).

The domestic and family violence cultural and linguistically diverse roundtable was established in April 2020, building partnerships between agencies, the cultural and linguistically diverse community, and specialist services.

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<th>Recommendation 4</th>
<th>Department of Child Safety, Youth and Women</th>
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<td><strong>The Department of Child Safety, Youth and Women establish an appropriately resourced service to provide specialist consultancy advice and assistance to mainstream organisations who are providing support to victims and perpetrators of domestic and family violence from a culturally and linguistically diverse background. This service should have sufficient expertise to provide advice about state and national legal and support services and systems to assist people from culturally and linguistically diverse backgrounds to understand and navigate these systems.</strong></td>
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The recommendation is accepted in principle.

On 6 July 2020 the Minister for Child safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded:

The Department of Child Safety, Youth and Women has appointed the Healing Foundation, in partnership with Australia’s National Research Organisation for Women’s Safety (ANROWS) to establish a Workforce Capacity and Capability Building Service for the domestic, family and sexual violence sector. A number of priority professional development areas have been identified for this service, including training and professional development to strengthen responses for people from culturally and linguistically diverse (CALD) backgrounds experiencing domestic and family violence (DFV),

The Department of Child Safety, Youth and Women has commissioned the development of revised, contemporary practice standards which will consider the needs of culturally and linguistically diverse groups.

The department will further investigate the need to enhance or resource a service to provide specialist consulting advice to mainstream DFV organisations who are providing support to victims and perpetrators of DFV from a CALD background following implementation of practice standards and Workforce Capacity and Capability Building Service.

**On 18 August 2020 the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence responded:**

The Department of Child Safety, Youth and Women appointed the Healing Foundation, in partnership with Australia’s National Research Organisation for Women’s Safety (ANROWS) to establish WorkUP Queensland, a workforce capacity and capability building service for the domestic, family and sexual violence sector. A number of priority professional development areas have been identified for this service, including training and professional development to strengthen responses for people from culturally and linguistically diverse (CALD) backgrounds experiencing DFV, which commenced rollout in late 2019, and will be progressively implemented over the course of the five year contract.

DCSYW commissioned the development of revised, contemporary practice standards which will consider the needs of culturally and linguistically diverse groups. These standards were published in early 2019 and came into effect on 1 July 2020.
Recommendation 5
Queensland Health and the Queensland Police Service examine the role of clinical forensic evidence in securing convictions for non-lethal strangulation within a domestic and family violence context, with a view to identifying opportunities for improvement and standardisation in processes.

| Queensland Health | The recommendation is accepted. On 28 October 2019 the Minister for Health and Minister for Ambulance Services and the Minister for Police and Minister for Corrective Services responded: Queensland Health and the Queensland Police Service met to discuss moving forward with this recommendation and invited the Department of Justice and Attorney General to participate in a working group. The working group is scheduled to convene in late 2019. On 24 April 2020 the Deputy Premier and Minister for Health and Minister for Ambulance Services, and the Minister for Police and Minister for Corrective Services responded: Representatives from Queensland Health and Queensland Police held initial discussions to plan the approach to implement this recommendation. An inter-agency working group will be convened, and a representative from the Office of the Director of Public Prosecutions agreed to participate in the working group. The working group will meet in the near future to further progress implementation of the recommendation. The working group will focus on: monitoring developing local and international evidence on the role and usefulness of forensic material in securing convictions for non-lethal strangulation in domestic and family violence settings, considering the use of forensic evidence to secure convictions through a scan of sample cases and through consultation with key stakeholders involved in prosecuting under the Queensland legislation, considering existing methods for gathering forensic evidence and consult with key stakeholders to identify possible improvements. |

Recommendation 6
Queensland Health explore opportunities to increase public health clinicians’ (including ambulance officers, accident and emergency staff, drug and alcohol services, mental health clinicians) knowledge of the signs of, and

| Queensland Health | The recommendation is accepted. On 28 October 2019 the Minister for Health and Minister for Ambulance Services responded: Queensland Health’s toolkit of resources for the health workforce was reviewed and updated in 2018 to be inclusive of information about the signs, symptoms and risk indicators of non-lethal strangulation. Following a review of evidence, *A health response to non-lethal strangulation* factsheet and flowchart was developed and published. As part of the outcomes of a recent process evaluation, Queensland Health’s training modules are currently being updated to include evidence-based information about recognising and responding to non-lethal strangulation. A communications plan will be developed to promote the toolkit across Queensland Health’s workforce. |
appropriate responses to, non-lethal strangulation within a DFV context. This should include an evaluation of the current Queensland Health training modules (i.e. Understanding DFV, Clinical responses to DFV) to ensure they include relevant information to assist health practitioners identify and respond to non-lethal strangulation.

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<th>Recommendation 7</th>
<th>Queensland Police Service</th>
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| The Queensland Police Service evaluates their existing training in relation to domestic and family violence to increase frontline responding officers’ knowledge of the signs of, and appropriate responses to, non-lethal strangulation. | The recommendation is accepted. On 21 January 2020 the Minister for Police and Minister for Corrective Services responded: The Queensland Police Service continues to invest in training, education and professional development opportunities for members that promote best practice policing strategies in response to domestic and family violence, particularly non-lethal strangulation. The Queensland Police Service:
- offered further opportunities to members to attend strangulation prevention training, delivered by the internationally renowned Training Institute on Strangulation Prevention from San Diego. The aim of the training is to build an in-house knowledge and skill base to help embed a uniformed, best practice response during investigations
- enhanced existing training products to assist police with appropriate communications skills to build rapport with victims (and other persons coming in to contact with police at times of crisis or intervention)
- continued to offer access to professional development opportunities, such as the Queensland University of Technology Graduate Certificate in Domestic Violence and trialling the appropriateness of the Central Queensland University Graduate Certificate in Domestic Violence, where members learn about risk assessment tools in actual cases and the impact of domestic violence on victims, carers and the community.
Ongoing evaluation of training programs is part of the service’s normal business operations for continuous improvement. In building strong leadership within the organisation related to domestic and family violence prevention, the inaugural domestic and family violence specialist course was delivered in February 2019. Refinements were made to the course content, with two further courses delivered in July and October 2019. This course includes a module related to non-lethal strangulation within a domestic violence context. |
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<th><strong>Recommendation 8</strong></th>
<th>Queensland Health</th>
<th>Queensland Police Service And Queensland Health</th>
<th>The recommendation is accepted. On 28 October 2019 the Minister for Health and Minister for Ambulance Services and the Minister for Police and Minister for Corrective Services responded: The Queensland Police Service commenced drafting a memorandum of understanding that will outline the roles and responsibilities of both the Queensland Police Service and Queensland Health in relation to the provision, usage, storage and disposal of data associated with emergency department, hospital admission and death registration data. <strong>On 24 April 2020 the Deputy Premier and Minister for Health and Minister for Ambulance Services, and the Minister for Police and Minister for Corrective Services responded:</strong> Queensland Health and the Queensland Police Service are developing a memorandum of understanding outlining the roles and responsibilities of both agencies in relation to the provision, usage, storage and disposal of data associated with emergency department, hospital admission and death registration data. Queensland Health and Queensland Police Service will continue to work together to finalise the memorandum of understanding and implement the data-linkage project, which will enable a more complete identification of the number of people who experience a strangulation related to DFV in Queensland.</th>
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<td><strong>Recommendation 9</strong></td>
<td>Queensland Health</td>
<td>The Royal Australian College of General Practitioners</td>
<td>The recommendation is accepted in principle. On 28 October 2019 the Minister for Health and Minister for Ambulance Services responded: Queensland Health contacted the Royal Australian College of General Practitioners (RACGP) to discuss the work of the DFV Death Review and Advisory Board and how to increase general practitioners’ knowledge of non-lethal strangulation in DFV. <strong>On 22 May 2020 the Deputy Premier and Minister for Health and Minister for Ambulance Services responded:</strong> In January 2020, the director-general of Queensland Health contacted RACGP to discuss the work of the Domestic and Family Violence Death Review and Advisory Board, information about the publicly available Queensland Health DFV toolkit, the importance of ensuring that general practitioners have knowledge of non-lethal strangulation in DFV and to encourage RACGP to include information about non-lethal strangulation in continuing professional development training and in the upcoming review of the RACGP White Book - Abuse and violence: Working with patients in general practice.</td>
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<td><strong>Recommendation 10</strong></td>
<td>Department of Child Safety, Youth and Women</td>
<td>The recommendation is accepted in principle. On 6 July 2020 the Minister for Child safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded: The Department of Child Safety, Youth and Women commenced investigating domestic and family violence (DFV) training options for professional generalist services through:</td>
<td>The Queensland Government funds the development of a training package or module for professionals from generalist services (e.g. mental health services, child</td>
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safety services, psychologists, general practitioners, alcohol and other drug treatment services). This should focus on how to respond to perpetrators, maintain the safety of victims and their children, and align with the National Outcome Standards for Perpetrator Intervention Programs.

This training package/module should be made available to all organisations, services and agencies who may come into contact with perpetrators of domestic and family violence.

- exploration of best practice approaches to DFV training in generalist services through literature review and jurisdictional scan
- exploration of what DFV training is currently available to generalist services in Queensland through consultation with DFV support services and general services
- assessment of currently available training to establish appropriateness, applicability and fit for generalist services in Queensland including any opportunities for leverage off existing training delivery.

The Department of Child Safety, Youth and Women will develop an options paper that will focus on how to respond to perpetrators, maintain the safety of victims and their children, and align with the National Outcome Standards for Perpetrator Intervention Programs.

**On 18 August 2020 the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence responded:**

DCSYW continued investigating existing training options that support development of knowledge and skills in responding appropriately to perpetrators of DFV coming into contact with generalist services and private practitioners. This has included consultation with a range of key stakeholders including government, the DFV sector and generalist services and private practitioner sectors regarding training options available and desired outcomes. Further consultation on identified training options with stakeholders to ensure they are relevant and fit-for-purpose for the generalist services and private practitioner cohorts, and abide by relevant practice standards, whilst considering alignment with the National Standards for Perpetrator Intervention Programs. The most suitable training options identified will then be communicated with generalist services and private practitioners for their information, as identified relevant training opportunities for their staff. This will be achieved by the next reporting period and will then consider this recommendation implemented.

**On 1 October 2020 the Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence responded:**

Following research and consultation with peak bodies and key organisations representing professionals from generalist services, a number of training options that meet the specific needs of these professionals were identified. All identified options are:

- existing training packages specifically targeted to non-specialist domestic and family violence workers who are working with perpetrators
- delivered by providers with recognised expertise who are accredited, or funded and subsidised, by state or federal governments and
• reflect the findings of the needs analysis undertaken as part of this project.
A fact sheet that outlines recommended training options available to community services workers and private practitioners working with perpetrators of domestic and family violence has been developed and is now available on the End Domestic and Family Violence website.
The fact sheet also includes broader guidance for organisations and practitioners, highlighting the role they play in keeping victims of domestic and family violence safe.
The director-general of the Department of Child Safety, Youth and Women wrote to relevant peak bodies and key organisations, as well as the Domestic and Family Violence Prevention Council, to advise them of the fact sheet and encourage them to share it broadly among their member organisations, networks and workers. The fact sheet was also shared with members of the domestic and family violence corporate roundtable.

### Recommendation 11
That the Department of Child Safety, Youth and Women explore ways of supplementing men’s behaviour change programs with initial and/or ongoing motivational work to support treatment adherence, reduction in recidivism risk, and improved safety for victims of domestic and family violence.

**Department of Child Safety, Youth and Women**

The recommendation is accepted.

On 6 July 2020 the Minister for Child safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded:
The Department of Child Safety, Youth and Women explored the use of alternative interventions while perpetrators wait to attend men’s behaviour change programs. This has included convening innovation workshops with relevant stakeholders and experts from the domestic and family violence sector aimed at identifying innovative ways to engage perpetrators while they wait to attend a perpetrator intervention. Potential opportunities identified encompass both digital and non-digital solutions and are currently being considered to inform future policy and planning for perpetrator intervention reforms.

### Recommendation 12
That the Department of Child Safety, Youth and Women conducts a feasibility study about the use of online men’s behaviour change programs.

This study should:
• focus on whether programs delivered in this modality are effective
• identify specific cohorts, contexts, and localities where this modality may be suitable (e.g. rural/remote,

**Department of Child Safety, Youth and Women**

The recommendation is accepted.

On 6 July 2020 the Minister for Child safety, Youth and Women, Minister for the Prevention of Domestic Violence and Minister for Youth Justice responded:
The Department of Child Safety, Youth and Women undertook a cross-jurisdictional analysis of Australian and international current and planned use of online interventions, including attendance at international online programs. This identified the effectiveness, suitability and best practice of online men’s behaviour programs. The Department of Child Safety, Youth and Women is currently exploring options for a perpetrator intervention pilot using an online mode of delivery to target perpetrators who live in rural/remote locations in Queensland. The opportunities identified will inform future policy and planning for perpetrator intervention reforms.
treatment-resistant perpetrators, young people)
- be developed using the collective knowledge of experts in this area and
- be informed by, and adhere to, relevant best practice safety standards to ensure the protection of victims and their children remains a paramount priority.

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<th>Recommendation 13 - Improving cross-agency responses to DFV</th>
<th>Queensland Health</th>
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<td>Primary health networks throughout Queensland play a leadership role in training and workforce development initiatives that seek to improve cross-agency responses to DFV within primary health care settings. This should focus on enhancing local partnerships between specialist DFV support services, and primary health care providers.</td>
<td>The recommendation is accepted in principle. On 28 October 2019 the Minister for Health and Minister for Ambulance Services responded: The National Health Reform Agreement (NHRA) sets out roles and responsibilities for the Commonwealth and state levels of government in relation to providing health services. The Commonwealth Government has designated responsibility for establishing primary health networks to promote coordinated general practitioner and primary health care service delivery, placing primary health networks outside of the jurisdiction of Queensland Health. Queensland Health policy staff are liaising with Brisbane South Primary Health Network. Brisbane South Primary Health Network has independently developed and is delivering an innovative new program to support primary care to enhance service responses to people who are experiencing DFV, and to improve outcomes for individuals and families. Brisbane South Primary Health Network’s Recognise, Respond, Refer (RRR) program incorporates workforce capacity building to improve DFV knowledge and skills of primary health clinicians, and a system integration function designed to bring primary care into the DFV service system. Federal funding to roll the model out to a further four primary health networks regions was announced in March 2019. In late 2019 Queensland Health will explore opportunities and forums to provide information to primary health networks about ongoing DFV service system reform work, including findings from the DFV Death Review and Advisory Board. On 22 May 2020 the Deputy Premier and Minister for Health and Minister for Ambulance Services responded: The Department of Health has been liaising with Brisbane South Primary Health Network and considering opportunities to present to a statewide joint primary health networks/hospital and health service forum regarding Brisbane South Primary Health Network’s innovative Recognise, Respond, Refer program.</td>
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<td>Queensland Health will continue to liaise with Brisbane South Primary Health Network to support their Recognise, Response, Refer program.</td>
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