

A. Entity responses

As mandated in Section 64 of the *Auditor-General Act 2009*, the Queensland Audit Office gave a copy of this report with a request for comments to the:

- Department of the Premier and Cabinet
- Department of Justice and Attorney-General
- Queensland Police Service
- Queensland Corrective Services
- Department of Children, Youth Justice and Multicultural Affairs
- Department of Education
- Department of Communities, Housing and Digital Economy
- Department of Health.

We also provided a copy of the report, with the option of providing a response, to the:

- Queensland Family and Child Commission
- Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence.

This appendix contains their detailed responses to our audit recommendations.

The head of each entity is responsible for the accuracy, fairness and balance of their comments.

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Comments received from Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence



Attorney-General and Minister for Justice
Minister for Women and Minister for the Prevention of
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Our ref: 605974/1, 6461348

4 November 2022

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
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Dear Mr Worrall

Thank you for your correspondence dated 14 October 2022 regarding your proposed report to Parliament on *Keeping people safe from domestic and family violence* and for the opportunity to provide a response.

The Department of Justice and Attorney-General (the Department) supports the work being undertaken by the Queensland Audit Office and welcomes its review of Queensland's efforts to address domestic and family violence. I note the QAO report makes 14 recommendations directed to the Department aimed at improving the domestic and family violence service system and related programs, and that the Department has agreed or agreed in-principle to those recommendations.

As you note in your report, domestic and family violence is a serious, complex and widespread issue for society. I am proud of the Queensland Government's efforts aimed at preventing and responding to all forms of domestic, family and sexual violence (DFSV) in our communities, backed by significant investment and a comprehensive reform program across government to address these issues since 2015. However, I acknowledge that more needs to be done.

The Queensland Government's *Domestic and Family Violence Prevention Strategy 2016–2026* (the Strategy) developed in response to the Special Taskforce on Domestic and Family Violence in Queensland's *Not Now, Not Ever* report, sets the direction for collaborative action to end domestic and family violence in Queensland, encouraging partnerships between the government, communities, and business. Guided by the Strategy and supporting action plans, the Government has committed more than \$600 million in programs, services, and strategies to address DFSV in Queensland since 2015.

Building on the work of the Strategy, in May 2022 the Queensland Government announced an additional \$363 million over five years to support the implementation of all 89 recommendations from the independent Women's Safety and Justice Taskforce (WSJT) Report, *Hear Her Voice – Report One – Addressing coercive control and domestic and family violence in Queensland*.



(2)

You may also be aware that the WSJT second report: *Hear Her Voice – Report two – Women and girls' experiences across the criminal justice system* makes 188 recommendations. I anticipate the Government response will be released in the near future and where relevant, will take into consideration the recommendations made in your report.

In implementing the Queensland Government response to the WSJT Report One we have committed to a number of actions to address the key themes identified in your report, including expanding High Risk Teams and co-responder models; strengthening information sharing; strengthening responses to children and young people; perpetrator interventions and tracking investment and evaluating outcomes.

In addition to implementing the Strategy and WSJT actions, the Queensland Government is continuing to deliver a range of initiatives in response to recommendations arising from Coronial inquests and made by the Domestic and Family Violence Death Review and Advisory Board in their Annual Reports since 2016-2017.

I am confident that by taking your report's recommendations into consideration in the ongoing development and implementation of the current program of reform, we will continue to improve the systemic response to domestic and family violence across Queensland and deliver better outcomes for victim-survivors.

I also refer you to the detailed response to your report from Mr David Mackie, the Department's Director-General, for further information.

If you have any questions in relation to the above, I invite you to contact [REDACTED]

Yours sincerely



Shannon Fentiman MP
Attorney-General and Minister for Justice
Minister for Women and Minister for the Prevention of Domestic and Family Violence
Member for Waterford

Comments received from Minister for Children and Youth Justice and Minister for Multicultural Affairs



Minister for Children and Youth Justice
Minister for Multicultural Affairs

Our reference: MO ID# 10856; CYJMA 04071-2022

– 4 NOV 2022

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Mr Brendan Worrall
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Dear Mr Worrall

Thank you for your email regarding the Queensland Audit Office's (QAO) proposed report *Keeping people safe from domestic and family violence* (the report).

I understand Ms Deidre Mulkerin, Director-General, Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) has also written to you regarding the report and has provided detail regarding recommendations allocated to DCYJMA.

I would like to thank the QAO for undertaking this important work to examine the effectiveness of public sector entities in addressing the serious issue of domestic and family violence. DCYJMA is committed to working with victim-survivors and supporting children and young people in its care who have experienced or been exposed to domestic and family violence.

I note the findings of the report and support the need for government to strengthen its coordinated approach across prevention, education, early intervention, and rehabilitation service systems to achieve long term and generational change. DCYJMA is committed to working with partner agencies to address domestic and family violence, including protecting victim-survivors and their children.

The findings and recommendations from the report align to a number of pieces of work DCYJMA is engaged in through the Women's Safety and Justice Taskforce Report 1 and 2, the *Domestic and Family Violence Strategy 2016-26* and action plans, the Domestic and Family Violence Death Review and Advisory Board annual reports, and several other high-profile reviews and inquiries. From a national perspective, it is positive to see the recent publication of the *National Plan to End Violence against Women and Children 2022-2032* which will provide a national policy framework to guide all parts of society to work together to end gender-based violence in one generation.

If you require any further information or assistance in relation to this matter, please contact

Yours sincerely

Leanne Linard MP
Minister for Children and Youth Justice and
Minister for Multicultural Affairs

Comments received from Director-General, Department of Justice and Attorney-General



Department of Justice and Attorney-General
Office of the Director-General

In reply please quote: 601874/1, 6456765
- 4 NOV 2022

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Dear Mr Worrall

Thank you for your email dated 14 October 2022 seeking a formal response to recommendations from the Queensland Audit Office proposed report – *Keeping people safe from domestic and family violence*.

I welcome the proposed report. The Department of Justice and Attorney-General (the Department) appreciated the opportunity provided to work with the Queensland Audit Office and agrees or agrees in-principle with all 14 of your recommendations. As requested, I have **enclosed** a response to individual recommendations.

I note your recommendations are well aligned to recommendations of the independent Women's Safety and Justice Taskforce (WSJT) Report, *Hear Her Voice – Report One – Addressing coercive control and domestic and family violence in Queensland*, delivered to Government in late 2021. As you would be aware, the Queensland Government has accepted all 89 recommendations of that report, with the Department leading implementation of a significant number of the recommendations.

On a technical note, I would like to provide clarification on terminology used in the *Domestic and Family Violence Protection Act 2012* (the DFVP Act). Under the DFVP Act, a temporary protection order is a domestic violence order (see section 23). On page 15 and Figure 3C of your report, I note you use both "temporary protection order" and "domestic violence order".

I look forward to continuing our current reform program taking into consideration the further enhancements recommended in your report. The Department will provide updates on the implementation of the recommendations as required.

I trust this information is of assistance.

Yours sincerely

David Mackie
Director-General

Enc.

Responses to recommendations

Department of Justice and Attorney General

Keeping people safe from domestic and family violence

Response to recommendations provided by Mr David Mackie, Director-General, Department of Justice and Attorney-General on 4 November 2022

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General and the Queensland Police Service:</p> <p>4. enhance support within courts to assist victims in making private applications for domestic violence and temporary protection orders</p>	Agree in-principle	Ongoing	<p>Pending the findings of the Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence, the Department of Justice and Attorney-General will work with the Queensland Police Service to implement the intent of this recommendation.</p> <p>The Department of Justice and Attorney-General notes it is delivering on a number of related recommendations from the Women's Safety and Justice Taskforce (WSJT) Report 1.</p> <p>In response to that report, Queensland Courts will implement a state-wide plan to improve safety for victims when attending courts, continue the expansion of the specialist DFV court program, and develop a trauma-informed and intersectional training strategy for Court Services Queensland and Community Justice Services.</p> <p>Collectively these reforms will meet the intent of this recommendation by enhancing the safety and accessibility of the court for victims, and equipping staff with the necessary skills and capabilities to recognise and respond to DFV in a trauma-informed and appropriate way. This will further increase the capacity of the court to facilitate essential referrals to specialist DFV support services, including legal support.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
5. identify why a high proportion of prosecutions for <i>Criminal Code Act 1899</i> s. 315A offences (choking, suffocation, or strangulation) are unsuccessful	Agree in-principle	Ongoing	The Department of Justice and Attorney-General will consider relevant research and other developments relating to the prosecution of offences under Section 315A of the Criminal Code in order to identify any issues that may be contributing to unsuccessful prosecutions and that may require a legislative response.
6. gather and analyse data to assess where action is needed to improve access to, and timeliness and effectiveness of referrals to DFV support services.	Agree in-principle	Ongoing	Pending the findings of the Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence, the Department of Justice and Attorney-General will work with the Queensland Police Service to implement the intent of this recommendation. The Department notes it currently collects and analyses a range of data and information from its funded DFV support services. It is currently undertaking a data improvement project and will consider the QAO recommendation in progressing that work.



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General and the Queensland Police Service:</p> <p>8. implement a cross-agency training program focused on enhancing inter-agency roles, coordination, communication, protocols, and multidisciplinary approaches. This should include other key domestic and family violence support and service delivery entities, such as the courts, the Department of Health, the hospital and health services, the Department of Education, and non-government victim support services.</p>	Agree in-principle	Ongoing	<p>Pending the findings of the Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence, the Department of Justice and Attorney-General will work with the Queensland Police Service and other relevant agencies to implement the intent of this recommendation.</p> <p>The Department of Justice and Attorney-General notes it has related work underway in response to Recommendations of the WSJT Report 1:</p> <ul style="list-style-type: none"> Recommendation 23 - developing an evidence-based and trauma-informed framework to support training and education across all parts of the domestic and family violence and justice system. Recommendation 24 – exploring options to best implement and embed training and education for all frontline and other relevant staff across government, as well as funded non-government agency staff effectively and efficiently.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General:</p> <p>9. establishes a holistic case management approach to domestic and family violence that considers the context and impact on the broader family or relationship and includes:</p> <ul style="list-style-type: none"> • coordinating case management across entities and services • integrating risk assessment to consider all risk factors and all people directly and indirectly exposed to <i>domestic and family violence</i> • taking collective responsibility for managing risk and ensuring staff are trained to assess risk • providing seamless access to information and data • working collaboratively and coordinating services and support 	Agree-in-principle	Ongoing	<p>The Department of Justice and Attorney-General is leading work to implement a number of WSJT Report 1 recommendations that will address the intent of this recommendation.</p> <p>This includes work underway to implement:</p> <ul style="list-style-type: none"> Recommendation 20 - to review the <i>Domestic and Family Violence Information Sharing Guidelines</i> to ensure they are accessible to all relevant agencies; and Recommendation 21 - to continue to promote the use of the Common Risk and Safety Framework (CRASF) or aligned risk assessment tools to improve Queensland's response to recognising, assessing and responding to DFV and coercive control. A cross government approach is being adopted to implementing the CRASF across all elements of the integrated service system. <p>The CRASF has been updated with a revised version released in July 2022. The revised CRASF will help to improve skills and awareness across agencies for the risk assessment, safety management planning, information sharing and co-ordination of service and support.</p> <p>The Department is also supporting the strengthening of integrated service responses to high risk victims more broadly across the state.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
10. analyses data and information to regularly evaluate the performance of high-risk teams, drive improvements, share learnings, inform resourcing and funding, and ensure all high-risk victims are being referred	Agree	Ongoing	<p>As part of the Queensland Government's \$363 million reform funding package to support its response to the WSJT Report 1, funding has been allocated to uplift the existing eight High Risk Teams (HRTs) and establish HRTs in three new locations, including Townsville which has already been announced.</p> <p>The Department of Justice and Attorney-General will continue to strengthen its existing work to analyse data and information relating to HRTs.</p> <p>The Department also notes that in response to recommendation 18 of the WSJT Report 1, the Queensland Government has committed to undertake detailed analysis of the HRT model and funding structure to ensure HRTs are adequately resourced, interconnected and appropriately equipped to meet existing and emerging needs in the community.</p> <p>As part of this analysis, the Department will consider whether there are regions where there is unmet demand to inform decision making for the locations of additional Integrated Service Responses and HRTs across Queensland.</p> <p>In regions where no high risk team formally exists, the Department is supporting the strengthening of responses through an integrated service response to high risk victims.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
11. refers all consenting high-risk victims in Queensland to high-risk teams and provides support appropriate to their assessed risk, regardless of geographical boundaries	Agree-in-principle	Ongoing	<p>As part of the Queensland Government's \$363 million reform funding package to support its response to the WSJT Report 1, funding has been allocated to uplift the existing eight High Risk Teams (HRTs) and establish HRTs in three new locations, including Townsville which has already been announced.</p> <p>The Department of Justice and Attorney-General has funded positions on each HRT alongside relevant agencies as part of a multi-agency response. The Department notes it does not lead referrals.</p> <p>To implement the intent of the recommendation, the Department will consider options to support referral entities such as the Queensland Police Service and domestic and family violence services in referring all consenting people assessed as high-risk.</p> <p>As per response to Recommendation 10, the Department also notes that in response to recommendation 18 of the WSJT Report 1, the Queensland Government has committed to undertake detailed analysis of the HRT model and funding structure to ensure HRTs are adequately resourced, interconnected and appropriately equipped to meet existing and emerging needs in the community.</p> <p>As part of this analysis, the Department will consider whether there are regions where there is unmet demand to inform decision making for the locations of additional Integrated Service Responses and HRTs across Queensland. In regions where no high risk team formally exists, the Department is supporting the strengthening of responses through an integrated service response to high risk victims.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
12. improves the recording and availability of high-risk teams' information to ensure it is accessible across the teams and to all police responding to domestic and family violence incidents	Agree-in-principle	Ongoing	The Department of Justice and Attorney-General notes that protocols have recently been introduced to ensure that information is shared across High Risk Teams as appropriate.
<p>We recommend that the Department of Justice and Attorney-General and the Queensland Police Service:</p> <p>13. progressively expand co-location and co-responder approaches across the state and includes a wider range of services to better meet the needs of victims and people affected by domestic and family violence. This includes integrating them with high-risk teams and the Queensland Police Service's Domestic and Family Violence and Vulnerable Persons units.</p>	Agree	Ongoing	<p>The Department of Justice and Attorney-General recognises the opportunities that co-location presents and currently contributes funding to a range of co-location pilots. The Department is also partnering with the Queensland Police Service on initiatives to expand co-response approaches across the state, where police and specialist domestic and family violence services respond together, to ensure the person most at risk is protected.</p> <p>For example, funding has been secured to trial co-responder pilots in line with Recommendation 37 of Women's Safety and Justice Taskforce Report 1. This will support the development, trial and evaluation of a co-responder model involving a mobile co-response to police call outs between Queensland Police Service and government funded specialist domestic and family violence services, in a number of locations.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend the Department of Justice and Attorney General and the Department of Children, Youth Justice and Multicultural Affairs:</p> <p>14. develop strategies, resource, fund and identify suitable programs to provide support services specifically for children and young people exposed to domestic and family violence.</p>	Agree-in-principle	Ongoing	<p>The Department of Justice and Attorney-General currently funds services to provide counselling to children and young people experiencing domestic and family violence, and is aware that there are gaps in service delivery.</p> <p>In implementing the Queensland Government response to Recommendation 13 of the WSJT Report 1 to develop a whole-of-government domestic and family violence service system strategic investment plan, the Department is undertaking a strategic investment review. The identification of appropriate programs and services for children and young people will be considered as part of that work.</p>
<p>We recommend that the Department of Justice and Attorney-General:</p> <p>16. collects and analyses its expenditure data to quantify and assess the government's investment in domestic and family violence, in particular its funding of prevention and early intervention initiatives.</p>	Agree-in-principle	Ongoing	<p>A DFV Funding and Investment Model was developed in response to Recommendation 72 of the <i>Not Now, Not Ever</i> Report. The Department of Justice and Attorney-General will continue to explore opportunities to embed this model into government decision making processes to assist government in quantifying and assessing its investment in DFV.</p> <p>In implementing the Queensland Government response to Recommendation 9 of the WSJT Report 1, the Department is developing a comprehensive and integrated plan for the primary prevention of DFV in Queensland and will consider the QAO recommendation in progressing that work.</p>



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General and the Department of Communities, Housing and Digital Economy:</p> <p>18. develop strategies to provide a range of crisis accommodation including for perpetrators of domestic and family violence, taking into consideration the management of risk to victims.</p>	Agree-in-principle	Ongoing	<p>The Department of Justice and Attorney-General will continue to work with the Department of Communities, Housing and Digital Economy to consider future strategies to continuously improve Queensland Government support and crisis accommodation service offers, for all people in Queensland, including victims and perpetrators of domestic, family and/or sexual violence.</p> <p>The Department of Justice and Attorney-General will also consider the issues raised by the QAO as it implements the Queensland Government commitment to develop a standalone, system-wide strategy for responding to all perpetrators of domestic and family violence in response to Recommendation 9 of the Domestic and Family Violence Death Review and Advisory Board 2019-20 Annual Report, and as it implements Recommendations (25-29) from the Women's Safety and Justice Taskforce Report 1.</p>



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General; Queensland Corrective Services; and the Department of Children, Youth Justice and Multicultural Affairs:</p> <p>19. increase the number, range, and quality of rehabilitation programs, including specific programs tailored for young people.</p>	Agree in-principle	Ongoing	<p>The Department of Justice and Attorney-General will consider issues raised by the QAO as part of implementation of a number of related recommendations.</p> <p>For example, the Queensland Government has committed to developing a standalone, system-wide strategy for responding to all perpetrators of domestic and family violence in response to Recommendation 9 of the Domestic and Family Violence Death Review and Advisory Board 2019-20 Annual Report.</p> <p>Further, the Queensland Government has supported recommendations (25-28) of the WSJT Report 1 to design and establish a state-wide network of perpetrator intervention programs across a continuum of risk and need, informed by the system wide strategy.</p> <p>As part of the \$363 million reform funding package committed to implement the Government response to Report 1, additional funding has been allocated for the network of perpetrator programs and related reforms. The Department continues to monitor demand pressures to identify priorities for future investment.</p> <p>The Queensland Government has also committed to developing and trialling perpetrator programs specifically tailored to meet the needs of Aboriginal and Torres Strait Islander peoples; developing a perpetrator-centric risk assessment approach and tool; and establishing a new court-based perpetrator diversion scheme.</p> <p>The Queensland Government has also supported Rec 74 of the WSJT Report 1 for the establishment of a court-based perpetrator diversion scheme.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General:</p> <p>20. strengthens its oversight and monitoring of its funded programs by:</p> <ul style="list-style-type: none"> • reviewing the demand, type, availability, and accessibility of perpetrator programs across Queensland • collecting data on attendance rates, completion rates, and waiting lists for its funded programs • evaluating the effectiveness of its funded programs. 	Agree in-principle	Ongoing	<p>The Department of Justice and Attorney-General will consider the issues raised by the QAO as it implements a standalone, system-wide strategy for responding to all perpetrators of domestic and family violence in response to Recommendation 9 of the Domestic and Family Violence Death Review and Advisory Board 2019-20 Annual Report.</p> <p>Further, the Queensland Government has supported recommendations (25-28) of the WSJT Report 1 to design and establish a state-wide network of perpetrator intervention programs across a continuum of risk and need, informed by the system wide strategy.</p> <p>As part of the \$363 million reform funding package committed to implement the Government response to Report 1, additional funding has been allocated for the network of perpetrator programs and related reforms. The Department continues to monitor demand pressures to identify priorities for future investment.</p> <p>The Department notes it currently collects and analyses a range of data and information from its funded DFV support services. It is currently undertaking a data improvement project and will consider the QAO recommendation in progressing that work.</p>



Comments received from Director-General, Department of Children, Youth Justice and Multicultural Affairs



Our reference: CYJMA 04048-2022

31 October 2022

Mr Brendan Worrall
Auditor General
Queensland Audit Office
Qao@qao.qld.gov.au

Office of the
Director-General

Department of
**Children, Youth Justice
and Multicultural Affairs**

Dear Mr Worrall

Thank you for your email regarding the Queensland Audit Office's (QAO) draft report *Keeping people safe from domestic and family violence* (the report).

I would like to acknowledge the QAO for undertaking this important piece of work to examine the effectiveness of public sector entities in addressing the serious issue of domestic and family violence. The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) is committed to working with victim-survivors and supporting children and young people in its care who have experienced or been exposed to domestic and family violence.

I note the findings from the report and support the need for government to strengthen its coordinated approach across prevention, education, early intervention, and rehabilitation service systems to achieve long-term and generational change. DCYJMA is committed to working with partner agencies to address domestic and family violence, including protecting victim-survivors and their children.

The findings and recommendations from the report align to a number of activities DCYJMA is engaged in through the Women's Safety and Justice Taskforce Report 1 and 2, the *Domestic and Family Violence Strategy 2016-26* and action plans, the Domestic and Family Violence Death Review and Advisory Board annual reports, and several other high-profile reviews and inquiries. From a national perspective, it is positive to see the recent publication of the *National Plan to End Violence against Women and Children 2022-2032* which will provide a national policy framework to guide all parts of society to work together to end gender-based violence in one generation.

As requested, please find enclosed DCYJMA's response to recommendations 14 and 19.

If you require any further information or assistance in relation to this matter, please contact

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Mulkerin'.

Deidre Mulkerin
Director-General

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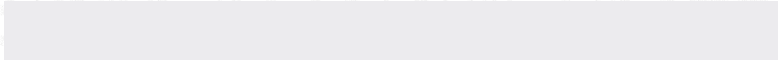
Responses to recommendations



Department of Children, Youth Justice and Multicultural Affairs

Keeping people safe from domestic and family violence

Response to recommendations provided by Ms Deidre Mulkerin, Director-General, Department of Children, Youth Justice, Multicultural Affairs



Recommendation	Agree/ Disagree	Timeframe	Additional comments
<p>We recommend the Department of Justice and Attorney General and the Department of Children, Youth Justice and Multicultural Affairs:</p> <p>14. develop strategies, resource, fund and identify suitable programs to provide support services specifically for children and young people exposed to domestic and family violence.</p>	<p>Agree in principle</p>	<p>Ongoing</p>	<p>The Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) agrees with this recommendation in-principle and will work with the Department of Justice and Attorney-general (DJAG) to consider programs and support services specifically for children and young people exposed to domestic and family violence, subject to availability of funding.</p> <p>As per recommendation 13 from the <i>Women’s Safety and Justice Taskforce Report 1 – addressing coercive control and domestic and family violence in Queensland</i>, the Queensland Government has committed to developing a five-year, whole-of-government domestic and family violence service system strategic investment plan encompassing services and supports delivered and funded by Queensland Government agencies. DCYJMA supports that decisions regarding any new funding for domestic and family violence programs and services are made after the investment plan is finalised.</p> <p>There are also strong synergies between this recommendation and the work DCYJMA is progressing through the <i>Women’s Safety and Justice Taskforce Report 1 and 2</i>, the <i>Domestic and Family Violence Strategy 2016-26</i> and action plans, the Domestic and Family Violence Death Review Board annual reports, and several other high-profile reviews and inquiries.</p> <p>For example, DCYJMA is:</p> <ul style="list-style-type: none"> • working with youth service providers to ensure young people not engaged in formal education have access to respectful relationships-informed information; • continuing work to implement respectful relationships education in Queensland youth detention centres; and • continuing to implement and embed the Strengthening Families Protecting Children Framework for Practice (Framework for Practice) and the Safe and Together program across the state which provides staff with ongoing training and tools to support a victim of domestic and family violence to care protectively for their children, and to hold perpetrators accountable. <p>Additionally, DCYJMA funds Intensive Family Support (IFS) and Aboriginal and Torre Strait Islander Family Wellbeing Services (FWS) as well as some youth support services across the state and counselling services for children in care. IFS services support families who are experiencing multiple and/or complex needs, including domestic and family violence. The aim of IFS services is to strengthen skills so parents can safely care for and nurture their children and improve their health and wellbeing.</p> <p>FWS make it easier for Aboriginal and Torres Strait Islander families in communities across Queensland to access culturally responsive support to improve their social, emotional, physical and spiritual wellbeing, and build their capacity to safely care for and protect their children.</p>





We recommend that the Department of Justice and Attorney-General; Queensland Corrective Services; and the Department of Children, Youth Justice and Multicultural Affairs:

- 19. increase the number, range, and quality of rehabilitation programs, including specific programs tailored for young people.

Agree in principle

Unknown

DCYJMA agrees with this recommendation in-principle as any expansion of existing services and programs, or the development and delivery of new programs and services, requires further consultation and funding.

The Report highlights that services and programs for young people who are perpetrators of domestic and family violence are minimal, despite an increase in the number of young people under supervision for domestic and family violence offences. The report also points to a lack of clarity as to the effectiveness of existing services and programs.

DCYJMA is currently trialling the Kinship, Improve relations, No violence and Developing skills (KIND) program, which is aimed at young people who use violence in the family and in their intimate relationships. The program is competency based and can vary in length between three and six months. KIND requires a psychologist and cultural worker to deliver the program. It consists of nine modules with the young person, six modules with the young person's family, and three sessions with the young person and family together.

DCYJMA notes the alignment of Recommendation 19 with Recommendation 147 of the *Women's Safety and Justice Taskforce Report 2 – Women and girls' experience across the criminal justice system*, regarding the enhancement of rehabilitation programs for women and girls, including those on remand.



Comments received from Director-General, Department of the Premier and Cabinet

For reply please quote: LJP/KG – TF/22/16843 – DOC/22/195589



Department of the
Premier and Cabinet

Mr Brendan Worrall
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Queensland Audit Office
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Dear Mr Worrall

Thank you for your email of 14 October 2022 providing a copy of the Queensland Audit Office's (QAO) Keeping people safe from domestic and family violence report (the report).

I thank the QAO for undertaking this important performance review on domestic and family violence (DFV).

The Queensland Government acknowledges there is more to do to work towards ending DFV in Queensland. Performance reviews are critical in continuing to build a strong evidence base to inform future reform directions and improvements to service delivery, and I appreciate the work undertaken to complete the report.

While the report acknowledges the work and effort that has gone into responding to DFV, as flagged directly with your team by officers in the Department of the Premier and Cabinet, the report may have benefitted from providing greater context, as well as more information, about the extensive action that the Queensland Government has undertaken.

In this regard, the *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland* report (Not Now, Not Ever Report) in 2015 and the Queensland Government's response to the Not Now, Not Ever Report have been instrumental in shaping prevention and intervention responses to DFV in Queensland. The Queensland Government response to the Not Now, Not Ever Report resulted in an investment not previously seen in whole-of-Government efforts to address this serious and complex issue. I also note that all 140 recommendations were implemented by October 2019.

The *Domestic and Family Violence Prevention Strategy 2016–2026* (the Strategy) implemented in response to the Not Now, Not Ever Report set the Queensland Government's 10-year, whole-of-Government DFV reform agenda. It has been critical in building the evidence-base and a holistic, community-informed foundation supporting the Queensland Government DFV reform agenda.

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Now in the seventh year of delivering the Strategy, significant legislative, policy and service delivery action has been taken to respond to DFV.

The Queensland Government has led statewide communication and engagement campaigns to increase awareness and understanding of DFV; integrated service responses to focus on how service systems can work together in a timely, structured and collaborative way to provide integrated, culturally appropriate safety responses; and amended laws to better protect Queenslanders and hold perpetrators to account.

Further, the Queensland Government's 10-year reform agenda continues to be supported by a comprehensive evaluation framework which supports examination of best practice approaches to preventing DFV, keeping people safe and holding perpetrators to account. The outcomes of the evaluation of the *Third Action Plan 2019–20 to 2021–22* of the Strategy, will inform the finalisation of the *Fourth Action Plan 2022–22 to 2025–26* of the Strategy.

The Queensland Government continues its commitment to addressing all forms of DFV, for example, by establishing the independent Women's Safety and Justice Taskforce to examine non-physical forms of DFV, with a focus on coercive control. The Queensland Government now has a clear pathway forward to respond to coercive control supported by a new funding package of \$363 million over five years.

The Department of the Premier and Cabinet thanks the QAO for the report and will work to further examine findings and recommendations made in the report to deliver action to work to achieve a Queensland free from DFV.

Again, thank you again for your writing to me.

Yours sincerely



Rachel Hunter
Director-General

4/11/22



Comments received from Commissioner, Queensland Corrective Services



Ref: QCS-04337-2022
Your Ref: PRJ02770

28 OCT 2022

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
qao@qao.qld.gov.au

Dear Mr Worrall

Thank you for your email of 14 October 2022 requesting a formal response to your proposed report, *Keeping people safe from domestic and family violence* (the report).

Queensland Corrective Services (QCS) acknowledges that preventing domestic and family violence (DFV) is a complex social issue which requires a comprehensive, coordinated, whole-of-government response. DFV is a critical issue within the criminal justice system, with a high proportion of offenders and prisoners managed by QCS having DFV offending history and/or active DFV orders.

QCS is committed to the prevention and elimination of DFV by holding perpetrators to account for their actions. QCS will review its existing policies to minimise the risk of prisoners contravening DFV orders while in Queensland correctional centres, and consider whether any additional measures, (including legislative amendments) are required to better protect victims of DFV from being re-victimised by prisoners. Further, the Queensland Government is currently exploring opportunities for enhanced in-cell technologies.

Please find attached QCS's formal response to the relevant recommendations of the report.

I trust that this information is helpful to you.

Yours sincerely

Paul Stewart APM
Commissioner

Enc.



Office of the
Commissioner
Queensland
Corrective Services

OFFICIAL

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Queensland 4001 Australia
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Responses to recommendations

Queensland Corrective Services

Keeping people safe from domestic and family violence

Response to recommendations provided by Queensland Corrective Services on 24 October 2022.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General, Queensland Corrective Services; and the Department of Children, Youth Justice and Multicultural Affairs:</p> <p>19. increase the number, range, and quality of rehabilitation programs, including specific programs tailored for young people.</p>	Agree		<p>Queensland Corrective Services notes the \$402,000 provided by government was to secure two years of victim advocacy services to support delivery of the perpetrator program which is ongoing at the Maryborough, Woodford, Wolston and Capricornia Correctional Centres.</p>
<p>We recommend that Queensland Corrective Services:</p> <p>21. enhances its systems and processes for monitoring prisoners to ensure they do not breach domestic violence orders.</p>	Agree		<p>Queensland Corrective Services has made several changes and improvements to processes and systems in recent years and continues to explore further opportunities.</p>



Comments received from Commissioner, Queensland Police Service



QUEENSLAND POLICE SERVICE

COMMISSIONER'S OFFICE
200 ROMA STREET BRISBANE QLD 4000 AUSTRALIA
GPO BOX 1440 BRISBANE QLD 4001 AUSTRALIA

Email: commissioner@police.qld.gov.au



Our Ref:

Your Ref:

7 November 2022

Mr Brendan Worrall
Auditor-General Queensland
GPO Box 15396, City East, QLD 4002
qao@qao.qld.gov.au

Dear Mr Worrall

I refer to my previous correspondence to you dated 28 October 2022 and your request of 14 October 2022 for the Queensland Police Service (QPS) to indicate whether it agrees or disagrees with draft recommendations 1-8 and 13 of your proposed Queensland Audit Office (QAO) report, *Keeping people safe from domestic and family violence*.

I indicated in my previous correspondence that due to the ongoing *Commission of Inquiry into QPS responses to domestic and family violence*, it would be premature for the QPS to comment on the draft recommendations, pending the release of the Commission's final report.

I have given further consideration to the matter, and I have decided that there would be benefit in providing feedback on the recommendations at this early stage, noting that the QPS comments on the draft recommendations will need to be revisited following the release of the Commission's final report.

Please find attached a table containing the QPS's comments in relation to the proposed the recommendations.

Yours sincerely

KATARINA CARROLL APM
COMMISSIONER

QUEENSLAND POLICE SERVICE

Responses to recommendations



Queensland Police Service

Keeping people safe from domestic and family violence

Response to recommendations provided by Commissioner Katarina Carroll, Queensland Police Service

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Queensland Police Service:</p> <ol style="list-style-type: none"> ensures its prioritisation of domestic and family violence calls for service is appropriate and effective. This should include assessing all categories and investigating the significant increase in calls being categorised as Code 4 priority 	Agree	Complete	<p>Priority codes are now assigned in accordance with section 14.24 of the OPM in consideration of SOLVE (severity, opportunity, likelihood, vulnerability and expectation) and NOTICES (Nature of incident, Offender status, Threats, Identifiers, Computer checks, External agencies and Supervisor / Supplementary information).</p> <p>The Service Delivery Program and Communications Group Instructions indicate all DFV calls for service will initially be recorded as priority code 3 or higher and where appropriate, may be changed to priority code 4 following a risk assessment by a Communications Room Supervisor.</p>
<ol style="list-style-type: none"> undertake a root cause analysis into delayed response times for calls regarding domestic and family violence, particularly those related to Code 2 and 3 priority calls for service. 	Noted	N/A	<p>All efforts are made to dispatch code 2 and 3 calls for service upon receipt however availability of front-line crews impacts ability to do so at times. Availability is impacted by a range of factors including capacity and demand spikes.</p>
<ol style="list-style-type: none"> strengthens its system and processes for sharing and accessing information, including better guidance and training and better use of warning flags to communicate risk. 	Agree	Complete	<p>Warning flags are already linked / accessible between QPS databases and the QCAD system, with the importance of the information being relayed integrated into the Communications Group Training package.</p>



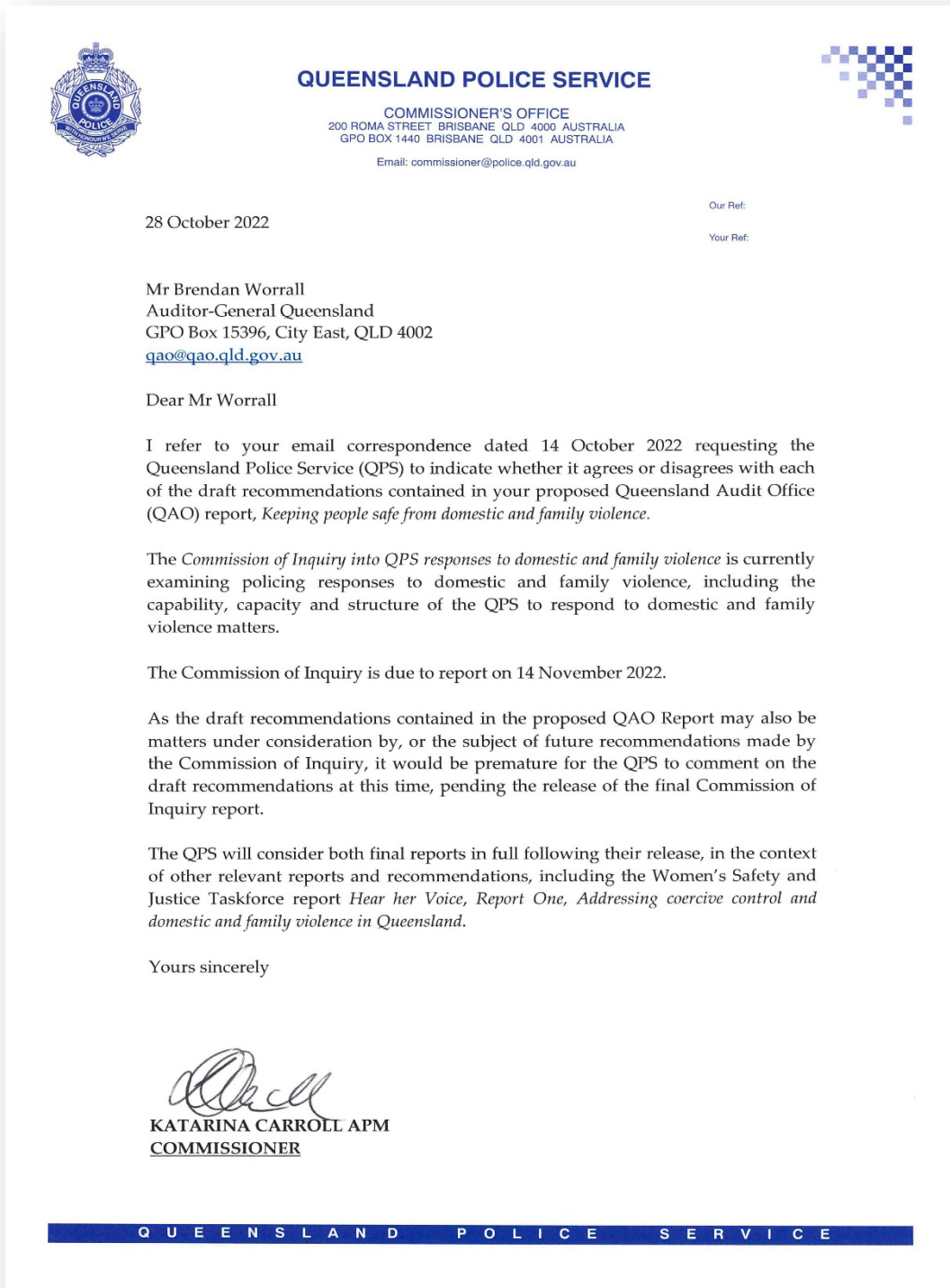
Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General and the Queensland Police Service:</p> <p>4. enhance support within courts to assist victims in making private applications for domestic violence and temporary protection orders</p>	Agree In Principle	Ongoing.	<p>Section 9.11.1 of the OPM provides police prosecutors are to assist an aggrieved with the making of a private application when requested to do so and will appear on behalf of the aggrieved. Whilst the report acknowledges police prosecutors do provide support to victims making private applications though recommends more should be provided on the basis there is a greater success rate for orders being made where police are involved (approximately 97% success rate for police applications versus 75% for private applications).</p> <p>Current staffing does not allow for police prosecutors to appear on private applications, apart from contested applications.</p> <p>The QPS will need to revisit Recommendation 4 once the findings of the <i>Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence</i>, have been released.</p>
<p>5. identify why a high proportion of prosecutions for <i>Criminal Code Act 1899</i> s. 315A offences (choking, suffocation, or strangulation) are unsuccessful</p>	Noted	N/A	<p>Section 315A <i>Criminal Code</i> offences are not generally prosecuted and resolved by the QPS, with the ODPP normally prosecuting this offence.</p>
<p>6. gather and analyse data to assess where action is needed to improve access to, and timeliness and effectiveness of referrals to DFV support services.</p>	Agree In Principle	Ongoing.	<p>The QPS notes that support services offered through the referral system are funded by DJAG and will work with DJAG to consider how to implement the intent of Recommendation 6.</p> <p>The QPS will need to revisit Recommendation 6 once the findings of the <i>Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence</i>, have been released.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Queensland Police Service:</p>			
<p>7. ensures all police receive adequate and ongoing domestic and family violence-specific training appropriate to their role, and in particular that:</p> <ul style="list-style-type: none"> • it provides all police officers mandatory annual face to face training on <i>domestic and family violence</i> • all operational supervisors receive additional <i>domestic and family violence</i> training in accordance with the leadership requirements of their role. This should include periodic refresher/update training for supervisors who remain operational for extended periods • all police officers assigned to specialist <i>domestic and family violence</i> roles receive advanced <i>domestic and family violence</i> training in accordance with the specialist requirements of their role. This should occur within a short period of officers being newly assigned to these roles. Periodic refresher/update training should be made available to officers who remain in specialist roles for extended periods. 	Agree	Completed (and Ongoing)	<p>Dot Point 1: The QPS commenced a three-day holistic DFV training program for all officers up to and including the rank of Superintendent, with the intention for continual mandatory annual DFV training to follow in subsequent financial years. As at 31 October 2022, 2,612 Police Personnel have completed the three-day training, and 14,352 Police Personnel have completed enhanced Domestic and Family Violence training. 15,233 Police Personnel have completed the Coercive Control training.</p>
	Agree	Ongoing	<p>The QPS will consider content and scope for the training product for Supervisors in 2023/2024 once the initial three-day training package, subsequent mandatory annual training and the DFV specialist training course (5 days) has been implemented.</p>
	Agree	Ongoing	<p>A five-day DFV specialist training course is under development and scheduled for delivery from November 2022.</p> <p>The QPS will need to revisit Recommendation 7 once the findings of the <i>Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence</i>, have been released.</p>



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General and the Queensland Police Service:</p> <p>8. implement a cross-agency training program focused on enhancing inter-agency roles, coordination, communication, protocols, and multidisciplinary approaches. This should include other key domestic and family violence support and service delivery entities, such as the courts, the Department of Health, the hospital and health services, the Department of Education, and non-government victim support services.</p>	<p>Agree In Principle</p>	<p>Ongoing</p>	<p>The QPS notes that Recommendation 8 is aligned with various recommendations 4, 21, 23, 24 and 41 of Report 1 of the Women’s Safety and Justice Taskforce and will work with DJAG to consider how to implement the intent of Recommendation 8.</p> <p>The QPS will need to revisit Recommendation 8 once the findings of the <i>Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence</i>, have been released.</p>
<p>We recommend that the Department of Justice and Attorney-General and the Queensland Police Service:</p> <p>13. progressively expand co-location and co-responder approaches across the state and includes a wider range of services to better meet the needs of victims and people affected by domestic and family violence. This includes integrating them with high-risk teams and the Queensland Police Service’s Domestic and Family Violence and Vulnerable Persons units.</p>	<p>Agree in Principle</p>	<p>Ongoing</p>	<p>Recommendation 13 of the QAO Report aligns with future implementation activities relating to Recommendation 37 of Report 1 of the Women’s Safety and Justice Taskforce, and which DJAG and the QPS are working together on initiatives to expand co-response approaches across the state.</p> <p>The QPS is participating in a trial relating to the embedding of specialist trained DFV officers into domestic violence support services in South Brisbane and Ipswich.</p> <p>The QPS is currently considering co-location opportunities at Logan in the context of Recommendations 1 and 2 from the <i>Inquest into the deaths of Doreen Gail Langham and Gary Matthew Hely</i>, and the trialling of embedding DV specialist social workers in police stations and the operation of specialist victim centred police stations staffed by multi-disciplinary teams.</p> <p>The QPS will need to revisit Recommendation 13 once the findings of the <i>Independent Commission of Inquiry into Queensland Police Service responses to domestic and family violence</i>, have been released.</p>

Previous correspondence



Comments received from Director-General, Department of Communities, Housing and Digital Economy



Office of the
Director-General

Department of
**Communities, Housing
and Digital Economy**

Your reference: PRJ02770
Our reference: MN010552-2022

4 NOV 2022

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
qao.mail@qao.qld.gov.au

Dear Mr Worrall

Thank you for your email of 14 October 2022 seeking a formal response to the Queensland Audit Office's draft report to Parliament - *Keeping people safe from domestic and family violence*, including agreement/disagreement to Recommendation 18.

Recommendation 18:

- *We recommend that the **Department of Justice and Attorney-General (DJAG)** and the **Department of Communities, Housing and Digital Economy (DCHDE)** develop strategies to provide a range of crisis accommodation including for perpetrators of domestic and family violence, taking into consideration the management of risk to victims.*


I agree in-principle with the recommendation and attach DCHDE response as requested. DCHDE will continue to work with the DJAG to consider future strategies to continuously improve our support and crisis accommodation service offers, for all people in Queensland, including victims and perpetrators of domestic, family and/or sexual violence (DFSV). The risk to victims is a primary consideration in the development and delivery of our services.

The full range of crisis accommodation responses with appropriate support services, already in place for all people in Queensland, is available to perpetrators to access. Perpetrators, if eligible, may also access the broad range of housing products and services available through DCHDE's statewide network of Housing Service Centres.

Should you require any further information or assistance in relation to this matter,

I trust this information is of assistance.

Yours sincerely


C. O'Connor
Director-General

Enc. (1)

Responses to recommendations



Department of Communities Housing and Digital Economy

Keeping people safe from domestic and family violence

Response to recommendations provided by the Director-General, Department of Communities, Housing and Digital Economy, on 4 November 2022.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Justice and Attorney-General and the Department of Communities, Housing and Digital Economy:</p> <p>18. develop strategies to provide a range of crisis accommodation including for perpetrators of domestic and family violence, taking into consideration the management of risk to victims.</p>	Agree in principle	Q2 2023-24	<p>The Department of Communities, Housing and Digital Economy (DCHDE) will continue to work with the Department of Justice and Attorney General to consider future strategies to continuously improve our support and crisis accommodation service offers, for all people in Queensland, including victims and perpetrators of domestic, family and/or sexual violence.</p> <p>The full range of crisis accommodation responses with appropriate support services, already in place for all people in Queensland, is available to perpetrators to access. Perpetrators, if eligible, may also access the broad range of housing products and services available through the DCHDE's state-wide network of Housing Service Centres.</p>



Comments received from Director-General, Department of Education



Office of the
Director-General
Department of
Education

08 NOV 2022

Mr Darren Brown
Assistant Auditor-General
Queensland Audit Office
Email: [REDACTED]

Dear Mr Brown

Thank you for your email dated 7 November 2022 regarding the Department of Education's response to the proposed report, *Keeping people safe from domestic and family violence*.

I appreciate your agreement to update the name of the department's former *Respectful Relationships Education Program* (RREP) to reflect the current name of *Respect*.

I note you are not able to include the word 'strengthened' in relation to the *Respect* program, given it has not been audited by the Queensland Audit Office (QAO) following the program's release on 7 October 2022.

Additionally, I understand it was communicated during a meeting on 7 November 2022 that the feedback in the amendments table was included in my response, given the recent change of the department's program name to *Respect*.

As you indicated, the changes mentioned in the cover letter and response to the recommendation are the appropriate inclusions for the QAO's report to Parliament; therefore, these inclusions are supported for publishing. There is no need to publish the amendments table. The updated departmental response has been enclosed for publication.

If you require further information or assistance, please contact [REDACTED]

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'M. De'ATH'.

MICHAEL DE'ATH
Director-General

Ref: 22/770944
Enc.

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Responses to recommendations



Department of Education

Keeping people safe from domestic and family violence

Response to recommendations provided by Mr Michael De'Ath, Director-General, Department of Education, on 4 November 2022.

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Education:</p> <p>17. annually assesses the delivery, reach, and effectiveness of the Respectful Relationships Education program in Queensland state schools.</p>	Agree with the following amendments	2024/25	<p>The Department of Education will evaluate the reach and effectiveness of delivery of respectful relationships education (RRE) in Queensland state schools.</p> <p>This will evaluate the \$15.469 million of funded initiatives that support implementation of the Women's Safety and Justice Taskforce recommendations, including:</p> <ul style="list-style-type: none"> • delivery, reach and effectiveness of the Respect program; • delivery and reach of professional development provided through Principal Advisors: Respectful Relationships Education; and • delivery of Teacher Relief Scheme funding to provide teachers with time to undertake professional learning and planning in support of respectful relationships education delivery. <p>The P–12 curriculum, assessment and reporting framework specifies Queensland state schools are required to provide health and wellbeing education, including RRE, as part of the delivery of the Australian Curriculum or as part of the school's pastoral care program.</p>

Comments received from Director-General, Queensland Health



Queensland Health

Enquiries to:

Telephone:
Our ref:
Your ref:

C-ECTF-22/16749

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
PO Box 15396
CITY EAST QLD 4002

Email: gao@qao.qld.gov.au

Dear Mr Worrall

Thank you for your email dated 14 October 2022, providing a copy of your report to Parliament titled *Keeping people safe from domestic and family violence* which examines how effectively state public sector entities keep people safe from domestic and family violence (DFV), prevent it from occurring and rehabilitate perpetrators to minimise re-offending, as well as coordination with non-government DFV services.

I appreciate the opportunity to review the report and provide a formal response to the Queensland Audit Office findings and recommendation directed to Queensland Health which incorporates the Department of Health and Hospital and Health Services. I note that the Department of Health and Hospital and Health Services were not key entities at the focus of this audit, however the Department of Health was engaged with as a stakeholder during the audit.

Queensland Health agrees in principle to Recommendation 15 of the audit, noting that all elements of the recommendation align with the *Domestic and family violence prevention strategy 2016–2026* and current DFV reform activities. The response to the recommendation is at Attachment 1.

Additionally, where Queensland Health is mentioned in other recommendations as a key support or service delivery entity, including Recommendation 8, or where there are broader service system impacts, the Department of Health will work collaboratively with agencies to achieve the intent of those recommendations.

Should you require further information, the Department of Health's contact is

Yours sincerely

A handwritten signature in black ink, appearing to read "Shaun Drummond".

Shaun Drummond
Director-General
2/11/2022

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Responses to recommendations

Department of Health and hospital and health services

Keeping people safe from domestic and family violence

Response to recommendations provided by Shaun Drummond, Director-General, Department of Health on 4 November 2022

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
<p>We recommend that the Department of Health and hospital and health services:</p> <p>15. strengthen screening and risk assessing practices by:</p> <ul style="list-style-type: none"> implementing the recommendations of the Death Review and Advisory Board (set up under the Coroners Act 2003 to research and analyse data and make recommendations to government) as a priority ensuring its risk assessment and screening tools are updated and widely available across the health system mandating and delivering face-to-face domestic and family violence training for all frontline health workers. 	Agree in principle	Ongoing	<p>Since the establishment of the Domestic and Family Violence Death Review and Advisory Board as an outcome of the <i>Not Now, Not Ever: Ending domestic and family violence in Queensland</i> report, Queensland Health has implemented or made continued progress to implement recommendations made for the public health system.</p> <p>The Queensland Health guideline <i>Health workforce domestic and family violence training</i> applies to all newly appointed health service employees and health professionals working in specific clinical areas to undertake training to understand their role and responsibilities in recognising and responding to DFV.</p>

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
			<p>The Queensland Health DFV toolkit of resources is the primary tool to support health professionals understanding and response to clinical presentations of domestic and family violence. Reflecting the <i>National Risk Assessment Principles for domestic and family violence</i> the DFV toolkit provides evidence-based information to support health professionals' understanding of DFV risk, guide their use of sensitive enquiry for basic risk screening, and make referrals to specialist workers for ongoing risk assessment and management.</p> <p>Additionally, a Domestic and Family Violence Specialist Health Workforce Program is being implemented to provide a flexible and responsive-to-needs training program to frontline health service providers using the DFV toolkit of resources. This program includes the delivery of face to face, online and other innovative delivery of training that is adapted for local circumstance.</p> <p>The DFV toolkit of resources is available on the Queensland Health internet site for access by all public and private frontline health service providers.</p>

Comments received from Principal Commissioner and Commissioner, Queensland Family and Child Commission

Queensland
Family & Child
Commission



Telephone: 07 3900 6000
Reference: OoC – TF22/645 – D22/17299

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
PO Box 15396
CITY EAST QLD 4002

Dear Mr Worrall

Thank you for your providing the Queensland Family and Child Commission (QFCC) with an advance copy of the proposed report to Parliament, *Keeping people safe from domestic and family violence*.

The QFCC is pleased to see recommendations in the proposed report to strengthen whole-of-government responses to people experiencing domestic and family violence (DFV).

In particular, we welcome recommendations to develop programs specifically for children and young people exposed to DFV, and to annually assess the progress of the *Respectful Relationships Education* program in Queensland state schools.

While the QFCC supports recommendation 7, we believe it could be enhanced by training police officers to respond to DFV concerns with trauma-informed and child-centred approaches when children are present in the home.

In *Hear her voice report one: Addressing coercive control and domestic and family violence in Queensland*, the Women's Safety and Justice Taskforce shows that Aboriginal and Torres Strait Islander women are disproportionately affected by DFV. Future work by the Queensland Audit Office could explore the effectiveness of responses to DFV for Aboriginal and Torres Strait Islander peoples and make recommendations to strengthen support for these communities.

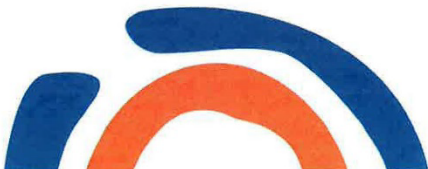
Yours sincerely

A blue ink signature of Luke Twyford, written in a cursive style.

Luke Twyford
Principal Commissioner
Queensland Family and Child Commission

A blue ink signature of Natalie Lewis, written in a cursive style.

Natalie Lewis
Commissioner
Queensland Family and Child Commission



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