

**INFORMATION ABOUT THE  
DOMESTIC VIOLENCE FAX-BACK  
PARTNERSHIP**

**T**he Fax-Back Partnership between the North Queensland Domestic Violence Resource Service and the Queensland Police Service is an excellent example of ways that organisation can work together to provide a better response to domestic violence.

**T**he North Queensland Domestic Violence Resource Service (NQDVRS) , Townsville & Mount Isa, believes that domestic & family violence is everyone's responsibility. We seek to enhance safety for all.

**I**t is our focus to work with other organisations towards an integrated response to domestic violence, thus providing a consistent, appropriate and effective approach for women and children seeking protection and safety. A vital part of the integrated approach to domestic violence is the co-operation between organisations, legislative bodies and the entire community.

**T**he mission of the Queensland Police Service is to serve the people of Queensland by protecting life and property, preserving peace and safety, preventing crime and upholding the law in a manner which has regard for the public good and the rights of the

**WHERE ARE WE?**

*NQDVRS is located on the  
4th floor  
of the  
Northtown Office Tower  
280 Flinders St  
Townsville  
Opening times 9 am to 5 pm  
Monday to Friday.*

**Remember to phone  
If it is an emergency**

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**You can ask the police officers if you can  
sign a fax-back consent form**

**NORTH QUEENSLAND DOMESTIC VIOLENCE  
RESOURCE SERVICE**

**<http://www.nqdvrs.org.au>**

**TOWNSVILLE OFFICE**

**PO Box 6061  
Townsville QLD 4810  
Phone: 07 4721 2888  
Fax: 07 4721 1794**

**E-mail:  
[nqdvrs@nqdvrs.com.au](mailto:nqdvrs@nqdvrs.com.au)**

**MOUNT ISA OFFICE**

**PO Box 502  
Mount Isa QLD 4825  
Phone: 07 4743 0946  
Fax: 07 4743 7999**

**E-mail:  
[minqdvrs@nqdvrs.org.au](mailto:minqdvrs@nqdvrs.org.au)**

**Funded by the Queensland Department of Communities**

**Against Violence # 31**

**Domestic Violence  
Fax-Back  
Partnership**

*The North Queensland Domestic  
Violence Resource Service  
[www.nqdvrs.org.au](http://www.nqdvrs.org.au)*



*The Queensland Police Service*

**WHAT CAN THE  
FAX-BACK WORKER DO  
FOR YOU?**

## WHAT IS DOMESTIC VIOLENCE

Domestic Violence can involve a range of abusive behaviours including:

- **Physical Abuse:**

Includes hitting, grabbing, pushing, damaging property and threatening to harm you, your children, your pets and your property.

- **Emotional Abuse:**

Anything which lowers your self esteem for example, name calling, criticizing, taunting, sarcasm, belittling your thoughts and feelings.

- **Sexual Abuse:**

Includes unwanted touching, forcing you to participate in humiliating or unwanted sex acts, rape.

- **Financial Abuse:**

Includes controlling your access to and spending of money, preventing you obtaining employment or maintaining financial independence.

- **Social Abuse:**

Includes attempting to stop you from having contact with your friends and family, criticizing your friends and family, preventing you from participating in work, education, religion or social outings.

Regardless of which category you fall into domestic violence is wrong and, it is not your fault.

NO ONE DESERVES TO BE HURT

## THE FAX-BACK PROCESS

The Fax-Back process enables the Police to connect people who need help with support, information and referral through the North Queensland Domestic Violence Service.

The Fax-Back process works in the following way:

1. Police are called out to your house or you can have contact with them at the station in regards to a domestic violence incident.
2. The police will ask if you want a domestic violence worker from NQDVRS to contact you for support.
3. If you agree to be contacted, the police will ask you to sign a form authorizing the contact.
4. The police will fax this form to the worker at NQDVRS.
5. The NQDVRS worker will then contact you at a time you have nominated as safe.
6. The NQDVRS worker will assist you with information, support or referral.

EVERYONE HAS THE RIGHT TO LIVE WITHOUT VIOLENCE AND ABUSE, AND TO BE TREATED WITH RESPECT IN THEIR RELATIONSHIPS.

## WHO WILL BE OFFERED THE FAX-BACK SERVICE?

The Fax-Back service is available to people who are victims of domestic & family violence. This includes people in both same-sex and heterosexual relationships.

North Queensland Domestic Violence Resource Service (NQDVRS) can provide information and referral to perpetrators of domestic violence.

## WHAT WILL NQDVRS OFFER?

The Fax-Back worker at NQDVRS can provide you with support, information or referral in the following ways:

- Looking at options, whether you decide to stay in or leave your relationship.
- Improving your safety.
- Information about domestic violence and its effects.
- Domestic Violence Protection Orders and other legal issues.
- Court support and assistance.
- Telephone or face-to-face support or referral.
- Information groups for women.
- Information on the AARDVARC program for children.
- Referral to the MEN Ter program for men.
- **A CONFIDENTIAL SERVICE.**