

Checklist and Useful Contacts

Leaving domestic violence

I have left a violent relationship. What are some practical things I need to organise?

- Legal information and advice on your rights:** Some topics you may wish to discuss are DVOs, family law and divorce, child support, housing and victim's compensation.

Your local community legal centre – find details at www.qails.org.au or (07) 3392 0092

Women's Legal Service: 1800 677 278 (outside Brisbane) or (07) 3392 0670 www.wlsq.org.au

North Qld Women's Legal Service: (07) 4772 5400 www.nqwls.com.au

Qld Indigenous Family Violence Legal Service: 1800 887 700 www.qifvls.com.au

Legal Aid: 1300 65 11 88 or www.legalaid.qld.gov.au

- Housing: To find alternative accommodation:** call Department of Housing or in an emergency call DV Connect to find a refuge. If you have moved out of a rental property, have your name removed from the lease. Call the RTA or Tenancy Advice Service in your area. If you own your home, get legal advice about your immediate rights and responsibilities.

DV Connect Womensline: 1800 811 811 (24 hours)

Homeless Persons Information Qld: 1800 47 47 53

Department of Housing: for your local service centre details call 1800 880 882 or visit www.hpw.qld.gov.au

Tenants Union Qld: 1300 744 263 for details of your local service see www.tuq.org.au

Residential Tenancies Authority (RTA): 1300 366 311 or www.rta.qld.gov.au

- Utilities:** If you have moved out of the house, remove your name from utility accounts such as water, gas and electricity. For more information, see the *Debt factsheet* in this toolkit.
- Phone:** Update your details with your mobile phone company. If you want a different number, contact your phone carrier to change your phone number for free. Cancel any home phone in your name at your old house, including Internet and Pay TV accounts.
- Bank and Credit Union:** Update your details and talk to your bank about opening your own account and closing joint accounts.
- Mail:** Contact Australia Post to redirect your mail to your new address or, for increased privacy, get a Post Office Box. There may be costs involved.

Australia Post: 13 76 78 or www.auspost.com.au

- Important documents:** If you no longer have the originals, you can get copies of most documents including birth certificates, marriage certificate, passports, bank books, DVOs, property (title) deeds, car registration, Medicare card. There may be costs involved for some of these documents. You also may be able to recover personal items from your old address with police assistance.

Births Deaths & Marriages: 1300 366 430 or www.bdm.qld.gov.au

Australian Passports: 131 232 or www.passports.gov.au

Magistrates Courts (for DVO and other local court orders): www.courts.qld.gov.au



- Centrelink:** Update your details, including contact details and change in family and employment situation and make sure you are getting payments you are eligible for. You may be eligible for a Crisis Payment. You can also get a password put on your file to make your information more secure. For more information contact the Welfare Rights Centre.

Centrelink: 13 61 50 or www.centrelink.gov.au

Welfare Rights Centre: 1800 358 511 or www.wrcqld.org.au

- Child Support:** You may want to apply for child support payments. If you feel it is unsafe for you to collect money from your ex, the Child Support Agency can arrange to collect the money.

Child Support Agency: 13 12 72 or www.csa.gov.au

- Children's school and/or preschool:** Update your contact details. Also let the school know if there are any safety issues for the children, and/or any restrictions in an DVO that they should know about (such as your ex not to contact the children).

- Victims Services:** You can get information about counselling, victims compensation and registering with the Victims Register (to be told when someone gets out of jail) from a community legal centre or directly from Victims Services.

Victim Assist Queensland: 1300 546 587

- Pets:** Temporary housing for pets of people who have escaped domestic violence is available through the RSPCA. You can also update your details through a microchip register if your pet is microchipped.

Pets in Crisis: DV Connect 1800 811 811

Microchip register: www.petaddress.com.au

- Update all your details:** There are many other services you may need to provide with your new contact details or discuss your options with. Some of these are:

- Employer
- Local doctor, health provider, counsellor, dentist
- Medicare: 13 20 11
- Insurance companies – Health, Car, Home and Contents, Life, Funeral etc
- Department of Transport - drivers licence and car rego: 13 23 80 or www.tmr.qld.gov.au
- Solicitor, accountant, financial counsellor, bank etc
- Superannuation fund
- Australian Electoral Commission: 13 23 26
- Australian Taxation Office: 13 28 61
- Police – if there are criminal charges against your ex, or police have applied for an DVO for your protection, and you need to be contacted.

Ask for a free interpreter if you need one. Or, to call an interpreter yourself, call the Translating and Interpreting Service (TIS) on 131450.



Please note: This factsheet contains general information only. It does not constitute legal advice. If you need legal advice, please contact a solicitor. **Acknowledgement:** This resource was adapted by the Women's Legal Service in QLD. Originally developed by the National Association of Community Legal Centres, Community Legal Centres NSW and a number of community legal centres with the assistance of an Australian Human Rights Framework – Education Grant from the Australian Government. The flower artwork has been kindly provided by Sista Girl Yarnz Group in Campbelltown, New South Wales; a group of Aboriginal women who seek to support and empower women affected by domestic or family violence. **Last updated:** June 2014.



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