

# Charter of Victims Rights

DVNQ is committed to upholding your rights under the Charter of Victims Rights. This includes treating you with courtesy, compassion, respect and dignity and protecting your privacy.

Please speak with a DVNQ staff member for more information about the Charter of Victims Rights.

# Confidentiality

We aim to establish a trusting confidential relationship. Whilst confidentiality and trust are essential in any relationship, your safety and the safety of any child/ren is seen as paramount. There are certain circumstances where staff may be required to disclose information to relevant authorities under a duty of care. This includes when we become aware of abuse, or potential risk of abuse to any children. If this is the case, your counsellor will work with you to consider ways and/or strategies in which to maintain safety.

For any enquiries, please contact DVNQ. Please ask for your brochure on Your Rights, Responsibilities and Privacy.

# Feedback and Complaints

DVNQ welcomes and encourages feedback on the quality of our services. If you wish to provide feedback, please request our brochure, 'Your Feedback is Important to Us,' or use the QR code below:



## Visit us

### TOWNSVILLE

263 Ingham Road Garbutt QLD 4814  
Phone: 07 4721 2888  
Email: admin@dvNQ.org.au

### MOUNT ISA

The Old Courthouse Building  
Isa Street  
Mount Isa QLD 4825  
Phone: 07 4743 0946  
Email: AdminMTI@dvNQ.org.au

[WWW.DVNQ.ORG.AU](http://WWW.DVNQ.ORG.AU)



# Courage to Heal

**SPECIALISED, HOLISTIC SUPPORT PROGRAM FOR VICTIM-SURVIVORS**

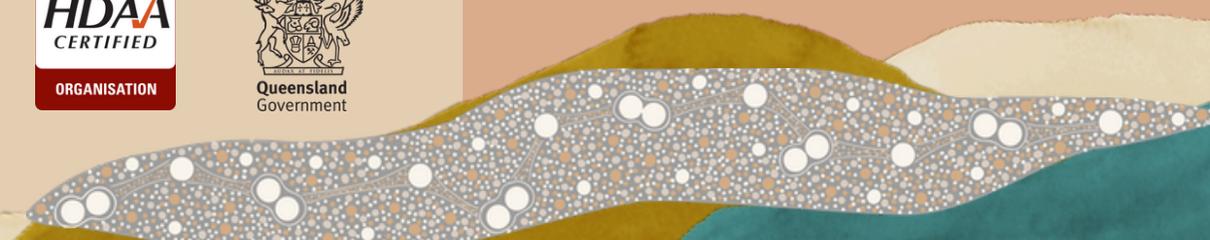


DVNQ acknowledges the Traditional Custodians of the lands on which we live and work, and recognises the continuing connection to lands, waters and communities.

We pay our respects to Elders past, present and emerging.



DVNQ is committed to inclusivity and advocacy, ensuring equitable access and respect for all people, regardless of cultural background, age, gender, sexuality, or disability.





# About

The Courage to Heal program is dedicated to providing specialized, holistic support for victim-survivors aged 17 and older who have experienced domestic and family violence.

Courage to Heal offers a safe and supportive space where victim-survivors can process their experiences while feeling heard, validated, and empowered. This support is delivered through individual counselling with a Specialist Domestic and Family Violence Counsellor on a weekly or fortnightly basis. Each session is 90 minutes long, and the program typically runs for 10–12 weeks to maintain a strong focus on recovery and healing.

Counselling sessions are client-centered and trauma-informed, incorporating an assessment process to develop personalized goals for engagement.



## MASLOW'S HIERARCHY OF NEEDS:



## What to expect

Before commencing sessions, you will be contacted by DVNQ's Specialist Domestic and Family Violence Counsellor to complete an intake assessment.

This process involves reviewing your current situation to determine your readiness to engage in therapeutic counselling. Eligibility will be assessed based on both safety considerations and readiness for counselling, guided by Maslow's Hierarchy of Needs.

Sessions with a specialist counsellor will include family of origin, intergenerational trauma, psychoeducation on the impacts of trauma, brain function and the window of tolerance, distress tolerance strategies, narrative therapy, the Shark Cage framework and strengths-based approaches.

Our service may not be the most appropriate to meet your needs if other factors—such as basic needs or immediate safety—take priority. If this is the case, our staff will work with you to refer you to another service provider.

### Referrals

The Courage to Heal program is available to you where you have been supported as a client of our organisation. Please contact DVNQ for further information and support.

### Cancellation/Non-Attendance

Courage to Heal is a free and voluntary program. If two consecutive appointments are missed, the Specialist Domestic and Family Violence Counsellor will follow up with you via text message. If no response is received within three days, DVNQ will assume support is no longer required and your file will be closed. You are welcome to re-engage with DVNQ for support at any time.