

# Who We Are

## OUR PURPOSE

**We believe every woman and child should live free from domestic and family violence and abuse.**

**We are committed to:**

Providing services and resources in support of women and children's experience of domestic and family violence in North Queensland regions.

## OUR VISION

**The elimination of domestic and family violence.**

## CONFIDENTIALITY

We are a confidential and free service. Please ask for our brochure on Your Rights, Responsibilities and Privacy.

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@divnq.org.au](mailto:admin@divnq.org.au)

## MOUNT ISA

The Old Courthouse Building

Isa Street

Mount Isa QLD 4825

Phone: 07 4743 0946

Email: [AdminMTI@divnq.org.au](mailto:AdminMTI@divnq.org.au)

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

# DVNQ

**SPECIALIST DOMESTIC VIOLENCE SERVICE**



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 an inclusive service. People from all religions, cultures, LGBTQIA+, ages and disabilities are welcome

## OPENING HOURS

Monday to Friday  
8:30am - 4:30pm



DVNQ



# Response Service

## CRISIS SUPPORT & ADVOCACY

We offer walk-in or phone support for people experiencing domestic and family violence. We provide information, safety planning, support, assistance with applying for or varying a domestic violence protection order, and referrals to safe accommodation and other services as needed. Our approach is trauma-informed and survivor-led.

## HOME SAFETY UPGRADES

We offer assistance with home safety upgrades, which can include lock changes, sensor lighting, alarms and CCTV to enhance the safety at home when no longer living with the person causing violence and abuse.

## COURT BASED SERVICE

We provide court support to women experiencing domestic and family violence who have proceedings before the court. We understand that going to court can be difficult and distressing, so we offer information about the court process, support in the safe room and courtroom, safety planning, and referrals.

Our service also works with respondents by providing information about the court process and referrals to services, including our Men's Behaviour Change Program.

# Therapeutic Service

## CHILDREN'S COUNSELLING

AARDVARC is our healing program for children and young people aged 4 to 18 years, and their safe caregiver, who have experienced domestic or family violence. Once the violence has stopped, the AARDVARC program offers the children and their safe caregiver acknowledgment of their experience of violence and an opportunity to talk and make sense of it within a safe and supportive environment.

We also provide a group program for the safe caregiver called 'Crossroads'.

## ADULT COUNSELLING

We offer counselling within a safe, confidential therapeutic space. Our approach acknowledges the impacts of domestic and family violence as we walk alongside victim-survivors, recognising them as experts in their own lives, to explore their experiences and support their recovery.

We also provide a group program called 'Shark Cage'.

**DVNQ operates a service located in Mount Isa.**  
**For further information please visit our website - [www.dvnq.org.au](http://www.dvnq.org.au) or contact our service.**

# Prevention Service

## MEN'S BEHAVIOUR CHANGE

MenTER (Men Towards Equal Relationships) is our behaviour change program for men who use violence and abuse in their relationships.

MenTER operates in a group format for a total of 20 weeks. We provide both in-person and online groups. Participants will gain information to challenge and change the values, beliefs, and behaviours that underlie their use of violence and abuse.

## INTEGRATED RESPONSE PARTNERSHIP

We support an integrated response to domestic and family violence. We work with services, organisations, businesses and community to lead an integrated response system that provides wraparound supports for victim-survivors and their families and ensures those using violence are held accountable.

Our secondary focus is an integrated prevention approach that supports early intervention and increases awareness and shared understanding of domestic and family violence.

We achieve this by delivering training and information sessions, hosting and attending events, and facilitating structured networks and groups.

