

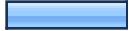






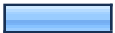






1. Please state your gender

		Response Percent	Response Count
Male		3.3%	3
Female		96.7%	89
answered question			92
skipped question			1

2. What is your age range?

		Response Percent	Response Count
13-18yrs		0.0%	0
19-24yrs		17.8%	16
25-34yrs		22.2%	20
35-44yrs		38.9%	35
45-54yrs		14.4%	13
55yrs+		6.7%	6
answered question			90
skipped question			3

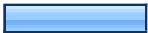




3. What area do you live in?

		Response Percent	Response Count
North Canberra		15.7%	14
South Canberra		10.1%	9
Woden/ Weston		12.4%	11
Tuggeranong		24.7%	22
Belconnen		21.3%	19
Gungahlin		7.9%	7
Other (please specify)		7.9%	7
answered question			89
skipped question			4

4. What ethnic or cultural group do you identify with?

	Response Count
	81
answered question	81
skipped question	12






5. How long have you been in contact with DVCS?

		Response Percent	Response Count
3 months or less		21.1%	19
3 to 6 months		20.0%	18
6 to 12 months		15.6%	14
1 to 2 years		11.1%	10
2 years +		32.2%	29
answered question			90
skipped question			3

6. If you have only become a client in the last 12 months, how did you first hear about DVCS?

	Response Count
	57
answered question	57
skipped question	36

7. In the past twelve months, what type of contact did you first have with DVCS?

		Response Percent	Response Count
Telephone		58.9%	53
A worker came to court with me		7.8%	7
Workers visited me with Police		20.0%	18
Workers visited me without Police		3.3%	3
Other (please specify)		10.0%	9
		answered question	90
		skipped question	3

8. Following your contact with DVCS in the past 12 months were you able to....

	Yes	Partially	No	Response Count
Be physically safer in relation to your immediate situation?	74.2% (66)	18.0% (16)	7.9% (7)	89
Feel that workers listened to you and understood your situation?	90.0% (81)	6.7% (6)	3.3% (3)	90
Access support from other services as a result of information given by DVCS?	69.7% (62)	4.5% (4)	25.8% (23)	89
Have more information about options and support that are available to you?	84.4% (76)	5.6% (5)	10.0% (9)	90
Feel more able to make decisions about your situation?	83.3% (75)	10.0% (9)	6.7% (6)	90
Have a better understanding of the impact of domestic violence on your children?	75.6% (62)	8.5% (7)	15.9% (13)	82

Do you have any additional comments in relation to this question? 70

answered question 90

skipped question 3

9. What changes (if any) have you made to your relationship in the past 12 months or intend to make as a result of having contact with DVCS?

	Response Count
	86
answered question	86
skipped question	7

10. In the past 12 months, was there something said to you by a worker that you found particularly helpful?

**Response
Count**

87

answered question

87

skipped question

6

11. In the past 12 months, was there something said to you by a worker that you did not find helpful?

**Response
Count**

76

answered question

76

skipped question

17

12. Looking back over your contact with DVCS over the past 12 months, does any one thing stand out as having been the most helpful: for example court support, advocacy, crisis visit?

**Response
Count**

89

answered question

89




skipped question

4

13. Do you have any suggestions as to how any of the services provided by DVCS could be improved?

	Response Count
	84
answered question	84
skipped question	9

14. During any contact with DVCS in the past 12 months, do you think the workers were aware and respectful of any special needs you may have? (eg. culture, disability, gender, sexual preference)

		Response Percent	Response Count
Yes		81.3%	65
No		7.5%	6
Not sure		11.3%	9

Is there anything else you can tell us about your experience relating to this? 55

answered question	80
skipped question	13

15. Would you have any hesitation in recommending DVCS to others?

		Response Percent	Response Count
yes		9.0%	8
No		91.0%	81
Not sure		0.0%	0

Can you add any further comment to your answer? 42

answered question	89
skipped question	4

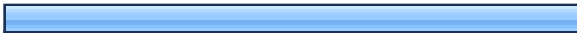


16. For clients of 2 years or more: Please consider how you think DVCS has or hasn't changed over time in relation to the way we deliver our support. Do you think our services are currently delivered in a way that is:

		Response Percent	Response Count
More effective		44.8%	13
The same		48.3%	14
Less effective		6.9%	2

Do you have any further comments to add? 29

answered question	29
skipped question	64

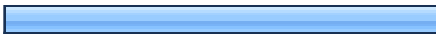


17. In the past 12 months, have you had any contact with ACT Police in relation to Domestic Violence?

		Response Percent	Response Count
Yes		86.2%	75
No		12.6%	11
Don't remember		1.1%	1

If yes, how did you find this experience? 75

answered question	87
skipped question	6

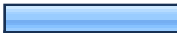


18. Following your contact with the Police, were criminal charges for a Domestic Violence offence laid? If you answer 'No' or 'Don't remember' please skip ahead to Question 27

		Response Percent	Response Count
Yes		64.9%	50
No		33.8%	26
Don't remember		1.3%	1

If yes, do you recall how you felt at the time about charges being laid? 52

answered question	77
skipped question	16

19. Regardless of whether these charges went ahead and were prosecuted, did you at any time ask for them to be withdrawn?




		Response Percent	Response Count
Yes		26.0%	13
No		72.0%	36
Don't remember		2.0%	1

Can you tell us why? 28

answered question 50

skipped question 43

20. If the prosecution of those charges did go ahead, did you use the services and support of DVCS for any part of the proceedings?




		Response Percent	Response Count
Yes		70.8%	34
No		27.1%	13
Don't remember		2.1%	1

If yes, how did you find this experience? If no, can you say why you didn't use DVCS? 39

answered question 48

skipped question 45

21. 5. If the prosecution of those charges did go ahead, did you have any contact with the Witness Assistant from the Office of the Director of Public Prosecutions (DPP?)

		Response Percent	Response Count
Yes		40.0%	20
No		54.0%	27
Don't Remember		6.0%	3

If yes, how did you find this experience? If no, can you say why you didn't contact the WA? 24

answered question	50
skipped question	43




22. If the prosecution of those charges did go ahead, did you have any contact with the prosecutor? (Note: Ensure client is clear who the prosecutor was/is)

	Yes	No	Can't recall	Response Count
Contact?	59.2% (29)	32.7% (16)	8.2% (4)	49
If yes, was this contact helpful?	81.5% (22)	14.8% (4)	3.7% (1)	27

Please comment 30

answered question	49
skipped question	44

23. Thinking about the fact of the person who assaulted you being charged and prosecuted, do you feel the whole process was beneficial to you?

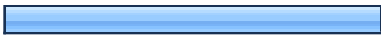


		Response Percent	Response Count
Yes		66.0%	31
No		21.3%	10
Unsure		12.8%	6

If yes, could you say why it was beneficial? If no, could you say why it was not beneficial? 40

answered question 47

skipped question 46

24. Were you given the opportunity to make yur thoughts or views known to the prosecutor and/or witness assistant?




		Response Percent	Response Count
Yes		56.3%	27
No		39.6%	19
Don't Recall		4.2%	2

Please comment 30

answered question 48

skipped question 45

25. Do you think your thoughts/views were taken into account by the prosecutor and/or witness assistant?



		Response Percent	Response Count
Yes		63.6%	28
No		31.8%	14
Don't Remember		4.5%	2

Please comment 30

answered question 44

skipped question 49

26. Since the charges have been brought to court and finalised, have you been assaulted again by the same person?

		Response Percent	Response Count
Yes		2.0%	1
No		98.0%	49

Please Comment 19

answered question 50

skipped question 43

27. If you were to be hurt or assaulted again in the future, would you be prepared to:

	Yes	No	Unsure	Response Count
Call for police assistance?	87.1% (74)	4.7% (4)	8.2% (7)	85
Be involved in another prosecution?	70.5% (55)	10.3% (8)	19.2% (15)	78
Have contact with DVCS?	96.5% (83)	1.2% (1)	2.3% (2)	86
			Please Comment	53
			answered question	86
			skipped question	7

Page 1, Q3. What area do you live in?

1	Civic	Jul 4, 2011 9:49 AM
2	Amaroo	Jul 4, 2011 9:39 AM
3	Homeless, staying in Lyneham currently but couch surfing	Jun 27, 2011 12:40 PM
4	Queanbeyan	Jun 24, 2011 1:51 PM
5	yass	Jun 16, 2011 5:11 PM
6	moved to Sydney	Jun 15, 2011 4:06 PM
7	undisclosed	Jun 15, 2011 2:14 PM

Page 1, Q4. What ethnic or cultural group do you identify with?

1	anglo aust	Jul 13, 2011 8:28 PM
2	Anglo Australian	Jul 13, 2011 6:16 PM
3	Australian	Jul 10, 2011 6:32 PM
4	Australian/Brazilian	Jul 10, 2011 6:06 PM
5	Anglo Australian	Jul 10, 2011 5:48 PM
6	Jordanian	Jul 10, 2011 5:38 PM

Page 1, Q4. What ethnic or cultural group do you identify with?

7	Anglo Australian	Jul 10, 2011 5:14 PM
8	Anglo Australian	Jul 10, 2011 5:04 PM
9	Anglo Australian	Jul 10, 2011 12:06 PM
10	Stated "Not Applicable"	Jul 10, 2011 11:57 AM
11	"interviewee stated that this was not applicable"	Jul 4, 2011 11:30 AM
12	Australian	Jul 4, 2011 11:20 AM
13	Australian	Jul 4, 2011 11:12 AM
14	Australian	Jul 4, 2011 10:08 AM
15	Indian	Jul 4, 2011 9:57 AM
16	Japanese	Jul 4, 2011 9:49 AM
17	Australian	Jul 4, 2011 9:39 AM
18	Anglo Australian	Jul 4, 2011 9:18 AM
19	Thai	Jul 4, 2011 9:17 AM
20	Anglo Australian	Jul 4, 2011 8:45 AM
21	Indigenous Australian	Jul 4, 2011 8:38 AM
22	Sudanese	Jul 4, 2011 8:36 AM
23	Australian	Jul 4, 2011 8:16 AM
24	Australian	Jul 4, 2011 8:03 AM
25	Australian	Jul 3, 2011 6:01 PM
26	None?	Jul 3, 2011 5:45 PM
27	Pakistani	Jul 3, 2011 5:26 PM
28	Caucasian	Jul 3, 2011 12:16 PM
29	Ukranian and Italian	Jul 3, 2011 12:07 PM
30	Australian	Jul 3, 2011 11:41 AM
31	Anglo Australian	Jul 3, 2011 11:32 AM
32	Anglo-Australian	Jul 3, 2011 9:36 AM
33	New Zealand Anglo	Jul 1, 2011 9:52 PM
34	Anglo Australian	Jul 1, 2011 9:19 PM
35	Australian	Jul 1, 2011 8:49 PM

Page 1, Q4. What ethnic or cultural group do you identify with?

36	Anglo	Jul 1, 2011 7:03 PM
37	Australian	Jul 1, 2011 6:08 PM
38	Australian	Jul 1, 2011 5:55 PM
39	none	Jun 28, 2011 11:20 AM
40	Serbian	Jun 27, 2011 5:56 PM
41	no	Jun 27, 2011 12:40 PM
42	anglo	Jun 25, 2011 7:47 PM
43	australian	Jun 24, 2011 6:38 PM
44	Hungarian	Jun 24, 2011 6:28 PM
45	Burmese	Jun 24, 2011 6:11 PM
46	no	Jun 24, 2011 1:51 PM
47	no - australian	Jun 24, 2011 1:12 PM
48	uropean	Jun 23, 2011 9:00 PM
49	aussie	Jun 23, 2011 7:48 PM
50	Australian	Jun 22, 2011 8:04 PM
51	No	Jun 21, 2011 4:39 PM
52	Pakistani	Jun 18, 2011 9:46 PM
53	Anglo Australian	Jun 18, 2011 7:50 PM
54	Afgahn but don't identify recently	Jun 17, 2011 2:58 PM
55	Australian	Jun 16, 2011 5:11 PM
56	Half African, half Australian - born in Australia	Jun 16, 2011 5:05 PM
57	Indigenous Australian	Jun 16, 2011 3:47 PM
58	New Zealander	Jun 16, 2011 3:45 PM
59	Australian, born in former Yugoslavia	Jun 16, 2011 1:38 PM
60	Anglo Australian	Jun 16, 2011 9:24 AM
61	Anglo/Australian	Jun 15, 2011 5:06 PM
62	Anglo	Jun 15, 2011 4:06 PM
63	European	Jun 15, 2011 3:44 PM
64	Arab	Jun 15, 2011 1:38 PM

Page 1, Q4. What ethnic or cultural group do you identify with?

65	Sri Lanken	Jun 15, 2011 12:57 PM
66	Bangladeshi	Jun 14, 2011 6:40 PM
67	no	Jun 14, 2011 2:08 PM
68	Mon Burmese	Jun 14, 2011 2:05 PM
69	Not really (At this time client did not choose to say that she had a Pakistani background)	Jun 14, 2011 9:42 AM
70	Phillipino	Jun 11, 2011 2:03 PM
71	Australian	Jun 8, 2011 3:39 PM
72	aust	Jun 7, 2011 8:44 PM
73	Italian	Jun 7, 2011 1:26 PM
74	australian	Jun 5, 2011 3:51 PM
75	Anglo-Australian	Jun 5, 2011 3:44 PM
76	austrian	Jun 5, 2011 3:29 PM
77	Australian	Jun 5, 2011 3:12 PM
78	Anglo Australian	Jun 4, 2011 1:10 PM
79	Indigenous	Jun 1, 2011 7:58 PM
80	Anglo Australian	Jun 1, 2011 2:35 PM
81	Anglo Australian	May 31, 2011 4:53 PM

Page 2, Q6. If you have only become a client in the last 12 months, how did you first hear about DVCS?

1	through my brother	Jul 13, 2011 8:36 PM
2	Barnardoes referred me	Jul 13, 2011 6:21 PM
3	Contact through son's misdemeanors.	Jul 10, 2011 6:39 PM
4	Police	Jul 10, 2011 6:11 PM
5	Police	Jul 10, 2011 5:32 PM
6	Police	Jul 10, 2011 5:07 PM
7	Counsellor	Jul 10, 2011 12:04 PM

Page 2, Q6. If you have only become a client in the last 12 months, how did you first hear about DVCS?

8	I heard through media - then I was referred by my counsellor and then by police	Jul 4, 2011 11:36 AM
9	police	Jul 4, 2011 11:23 AM
10	police	Jul 4, 2011 9:45 AM
11	Police	Jul 4, 2011 8:13 AM
12	Police	Jul 4, 2011 8:00 AM
13	I have known about the service for years but first had contact when the police attended a disturbance at my home.	Jul 4, 2011 7:04 AM
14	police	Jul 3, 2011 6:06 PM
15	police	Jul 3, 2011 5:57 PM
16	Counsellor and Police	Jul 3, 2011 5:42 PM
17	Police	Jul 3, 2011 12:29 PM
18	Mum used to work for DVCS	Jul 3, 2011 12:14 PM
19	Police	Jul 3, 2011 11:55 AM
20	SupportLink	Jul 3, 2011 11:36 AM
21	Police	Jul 3, 2011 10:12 AM
22	Police	Jul 3, 2011 9:50 AM
23	Can't remember	Jul 1, 2011 9:57 PM
24	Booklet given out by the Police which they gave me when they attended.	Jul 1, 2011 9:34 PM
25	Police	Jul 1, 2011 8:30 PM
26	Police	Jul 1, 2011 6:49 PM
27	Police	Jul 1, 2011 6:04 PM
28	As a result of a police incident involving mentally ill son. Police gave client our card.	Jun 28, 2011 11:28 AM
29	referred by my Psychiatrist	Jun 27, 2011 1:35 PM
30	police	Jun 25, 2011 8:18 PM
31	in the phone book	Jun 24, 2011 6:50 PM
32	I rang up everywhere and many people gave me different numbers	Jun 24, 2011 6:34 PM
33	Police gave the number	Jun 24, 2011 6:18 PM
34	Through Police	Jun 24, 2011 1:55 PM

Page 2, Q6. If you have only become a client in the last 12 months, how did you first hear about DVCS?

35	Through Police	Jun 24, 2011 1:41 PM
36	police	Jun 23, 2011 9:02 PM
37	Through friends/ police	Jun 18, 2011 9:48 PM
38	Through the police	Jun 16, 2011 5:15 PM
39	Through the police	Jun 16, 2011 5:07 PM
40	Police	Jun 16, 2011 3:55 PM
41	Police.	Jun 16, 2011 10:33 AM
42	Referred by a friend	Jun 15, 2011 5:25 PM
43	counsellor referred	Jun 15, 2011 4:16 PM
44	Think it was Victim Support ACT	Jun 14, 2011 6:59 PM
45	Police referred her.	Jun 14, 2011 2:16 PM
46	Through Police	Jun 14, 2011 2:10 PM
47	Through Police	Jun 14, 2011 9:53 AM
48	Police told me about DVCS because of my husband's violence	Jun 11, 2011 2:08 PM
49	Through Police	Jun 8, 2011 3:49 PM
50	Police	Jun 7, 2011 8:49 PM
51	Was a client years ago when I was 16. Found out about DVCS through STEPS program.	Jun 5, 2011 3:47 PM
52	steps	Jun 5, 2011 3:34 PM
53	police	Jun 5, 2011 3:27 PM
54	Not sure but knew of service and looked up on the internet.	Jun 4, 2011 1:37 PM
55	police	Jun 1, 2011 8:01 PM
56	police referral	Jun 1, 2011 2:40 PM
57	Through the police	May 31, 2011 4:58 PM

Page 2, Q7. In the past twelve months, what type of contact did you first have with DVCS?

1	Workers visited me in hospital (without police)	Jul 4, 2011 9:53 AM
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Page 2, Q7. In the past twelve months, what type of contact did you first have with DVCS?

2	via Police - DVCS visit at the station.	Jul 3, 2011 5:57 PM
3	I went to police station and the officer asked if I wanted DVCS to support and assist me.	Jul 3, 2011 10:12 AM
4	CT	Jun 21, 2011 4:46 PM
5	Telephone & Court support.	Jun 15, 2011 4:06 PM
6	Police contacted DVCS to call client	Jun 15, 2011 3:45 PM
7	Case Tracking	Jun 15, 2011 2:14 PM
8	nil	Jun 7, 2011 8:49 PM
9	Court support & telephone.	Jun 7, 2011 1:26 PM

Page 2, Q8. Following your contact with DVCS in the past 12 months were you able to....

1	Lacking in the ACT service (my brother works with NSW police) is support to change locks and this isn't provided in ACT but would be provided in NSW. Because my ex was on bail conditions I should had more support and information. While DVCS gave information, there should be more funded support in the ACT.	Jul 13, 2011 8:36 PM
2	Got a DVO against my daughter's boyfriend as I will be taking kinship care of the grandchildren. I already had information about services.	Jul 13, 2011 6:21 PM
3	I feel more confident to make my own decisions.	Jul 10, 2011 6:29 PM
4	All workers have been really supportive.	Jul 10, 2011 5:59 PM
5	- DVCS have been very helpful. - I would like hard copies of the court documents.	Jul 10, 2011 5:42 PM
6	I am very happy the ACT has a service like DVCS, workers all very helpful.	Jul 10, 2011 5:32 PM
7	I was very happy about the information provided to me about the court process and outcomes.	Jul 10, 2011 12:14 PM
8	The Crisis Workers gave me the strength to say "something is not quite right". The workers just allowed me to cry and I hadn't some this before.	Jul 10, 2011 12:04 PM
9	Crisis Workers gave me strength to say "something is not quite right" - the women just allowed me to cry and I hadn't done that before.	Jul 4, 2011 11:36 AM
10	I couldn't get hold of the other service I had been referred to.	Jul 4, 2011 11:23 AM
11	A few good people at DVCS to talk to.	Jul 4, 2011 10:14 AM
12	Got good help from DVCS at the AFP - made me feel stronger because I don't have friends here.	Jul 4, 2011 10:01 AM

Page 2, Q8. Following your contact with DVCS in the past 12 months were you able to....

13	I could have called the referrals provided by DVCS but chose not to. Also I was previously aware of impact of DV on children.	Jul 4, 2011 9:45 AM
14	Service is really good and valuable	Jul 4, 2011 9:23 AM
15	Happy with everything - support with housing and immigration.	Jul 4, 2011 9:17 AM
16	I felt more emotionally able to cope especially after court support. Also realised after gentle prompt from CW that I had become dependent on DVCS for someone to talk to. Initially I was taken aback when CW drew the line when not DV related but she was sensitive to terminating support I now know where to draw the line myself. I realise that DVCS is not a hotline for counselling.	Jul 4, 2011 9:01 AM
17	No comment	Jul 4, 2011 8:43 AM
18	Very happy with support and services.	Jul 4, 2011 8:37 AM
19	I just found them very helpful - not judgemental. Just listening and then offering appropriate advice.	Jul 4, 2011 8:19 AM
20	I think DVCS is a wonderful service and they gave me a lot of support and information, I couldn't have done it without them especially Lesley.	Jul 4, 2011 7:04 AM
21	I found the phone calls were mostly timely and helped keep me strong in relation to the decision I made with regard to DVO.	Jul 3, 2011 6:06 PM
22	No comment I found the service really good.	Jul 3, 2011 5:57 PM
23	I have no kids.	Jul 3, 2011 5:42 PM
24	I really appreciated all the support through regular phone calls, court updates. The Crisis Workers listened to me when I needed to talk.	Jul 3, 2011 12:29 PM
25	I feel more empowered with the information given.	Jul 3, 2011 12:14 PM
26	- Support from Court - Helen was outstanding- couldn't do it without her. - Outstanding support from DVCS. - Support gave me the strength I needed - Defines DV for me. Comforts me.	Jul 3, 2011 11:55 AM
27	Service was great lots of updates and follow-ups.	Jul 3, 2011 11:36 AM
28	Regarding safety - nothing much changed. More a process and emotional support.	Jul 3, 2011 10:12 AM
29	Police were helpful with making me feel physically safer. DVCS were very helpful with referrals and phone numbers. On the first call I had a good chat with DVCS and felt better.	Jul 3, 2011 9:50 AM
30	- Contacted Veteran's counselling service to get counselling. - Have learnt more since contact with DVCS, including legal processes. - DVCS helped me to be less confused about DVOs.	Jul 1, 2011 9:34 PM
31	No	Jul 1, 2011 8:55 PM
32	No	Jul 1, 2011 8:30 PM

Page 2, Q8. Following your contact with DVCS in the past 12 months were you able to....

33	In regards to above question, all incidents were in relation to his son using violence against him.	Jun 28, 2011 11:28 AM
34	realised the long term impact of conflict and the need to set boundaries around behaviour for long term goals. I found it hard not to concentrate on the short term but the police and DVCS, as well as God have helped me to stick to a plan and not to give in to Jordan	Jun 27, 2011 6:03 PM
35	The majority of the dv occurred before my daughter was born and we were broken up. My daughter ended up in STEPS and a refuge and in hospital. She ended up taking an overdose. She's through it, we're really good friends now.	Jun 27, 2011 4:08 PM
36	I said partially (to the above questions) more because of my situation. I couldn't make calls when things were happening - i just had to deal with it and then call the next day. So it didn't exactly make me feel safer.	Jun 27, 2011 1:35 PM
37	no	Jun 25, 2011 8:18 PM
38	no. the hardest thing was getting help for her children	Jun 24, 2011 6:50 PM
39	The safety goes up and down. DVCS is more helpful to families with children and I am not in this group	Jun 24, 2011 6:34 PM
40	I was worried about my children when Paul was around	Jun 24, 2011 6:18 PM
41	Kindness of staff	Jun 24, 2011 1:55 PM
42	Re: physically safer - i was just given some advice that i did not end up acting on, so i cannot say that it made me any safer. Re: workers listened to you - every time i was called it was a different worker. Early on the support was really valuable but after that it was a different person every time. It was not very valuable. I was also told that the information i gave DVCS could be used in court. When someone from CPS showed up on my doorstep i realised that they had received info from DVCS. I was really miffed and annoyed. I think that it needed to be clearer that the information would be used in this way. i was told it could be used in court, but not that it would be told to CPS.	Jun 24, 2011 1:41 PM
43	Child not with her.	Jun 23, 2011 8:04 PM
44	dvcs HAS BEEN REALLY HELPFUL AND ON THE BALL - keeping her updated	Jun 21, 2011 4:46 PM
45	Referrals given were very helpful, especially WLC	Jun 18, 2011 9:48 PM
46	Very good help and support.	Jun 17, 2011 2:58 PM
47	Recommendations for the community sector and DVCS: Its important to regularly check on women in that situation, more checking in with children, counselling, checking in with how they feel about the situation with mother and father. Financial support. Culturally more support. Just to keep an eye on the situation a bit more.Catch up on feedback.	Jun 16, 2011 7:34 PM
48	no	Jun 16, 2011 5:15 PM
49	No	Jun 16, 2011 5:07 PM
50	-Contact with DVCS let me know that I could put safety measures in place -I was	Jun 16, 2011 3:55 PM

Page 2, Q8. Following your contact with DVCS in the past 12 months were you able to....

	given referrals to services that I did not previously know about -Took me a while to put measures in place, however workers let me know that I did not need to put up with the violence -I do not have small children but it really affected my teenage daughter. In some ways it was more difficult to explain things to her because she was more aware. DVCS helped me with this.	
51	Workers were very helpful. Referred to legal help for DVO. Workers empowered me to make decisions and feel stronger. Follow up calls were really good. The impact of DV on the children is a long-standing issue, DVCS helped raise awareness of this.	Jun 16, 2011 1:45 PM
52	DVCS has been fantastic.	Jun 16, 2011 10:33 AM
53	found DVCS absolutely fabulous and really supportive. Gave strength to know that it was not my fault. Complete reassurance.	Jun 16, 2011 9:34 AM
54	In relation to the second question above, client felt that she had a lot of support from us at the start and we called her every 6 weeks or so and she found this very helpful, however she felt that our support just dropped. Has not wanted to contact the service recently because her last conversation with a crisis worker was not good. She felt that she was not listened to properly.	Jun 15, 2011 5:25 PM
55	wished that there were more places to live safely when fleeing violence. loose alot of pride asking and when ther is nothing there it is devastating	Jun 15, 2011 4:16 PM
56	Dont live with the person concerned. Declined to comment further.	Jun 15, 2011 3:45 PM
57	the qusetions covered eveything - nothing more to add	Jun 15, 2011 1:41 PM
58	Physically safer, but emotionally or psychologically. I haven't been able to study, and things are worse since the court case. Once I was waiting for a call, there was miscommunication, and I felt humiliated and I was needing urgent support. Talking suport was okay, but not practical support ie accommodation	Jun 14, 2011 6:59 PM
59	Thank to you staff. It is my first experience and I thank you very much.	Jun 14, 2011 2:16 PM
60	I did not access any other supports from informaiton given to me by DVCS. I don't have any other comments	Jun 14, 2011 2:10 PM
61	I was not unsafe to start with, so I did not feel safer. Through DVCS I was able to talk to a lawyer who helped me with my victim impact statement. I do not have any children.	Jun 14, 2011 9:53 AM
62	no	Jun 11, 2011 2:08 PM
63	No, DVCS was helpful with the exception of the mix up in one of the later contact.	Jun 8, 2011 3:49 PM
64	No	Jun 7, 2011 8:49 PM
65	I am very happy with the service, its good to know that I can call anytime to talk things through.	Jun 7, 2011 1:26 PM
66	Everything was easy and good	Jun 5, 2011 3:47 PM
67	great service	Jun 5, 2011 3:12 PM

Page 2, Q8. Following your contact with DVCS in the past 12 months were you able to....

68	I felt very well supported by dVCS staff. Although my children are older i have come to understand what damage was done to them due to Domestic violence.	Jun 4, 2011 1:37 PM
69	Dont have any children so question pertaining to this matter not relevant	Jun 1, 2011 2:40 PM
70	no	May 31, 2011 4:58 PM

Page 2, Q9. What changes (if any) have you made to your relationship in the past 12 months or intend to make as a result of having contact with DVCS?

1	I ended the relationship. This was more the result of a lot of other factors, and I felt more comfortable to tell him what he did wasn't right.	Jul 13, 2011 8:36 PM
2	Not having contact with daughter's ex boyfriend	Jul 13, 2011 6:21 PM
3	Relationship ended.	Jul 10, 2011 6:29 PM
4	Got support for violent partner and this worked towards our relationship.	Jul 10, 2011 6:11 PM
5	No contact with the violent person - I will not accept violence from future partners.	Jul 10, 2011 5:59 PM
6	Already ended - already had an order.	Jul 10, 2011 5:42 PM
7	My life changed - I left a very abusive relationship.	Jul 10, 2011 5:32 PM
8	Dumped my ex and I am now safer.	Jul 10, 2011 5:07 PM
9	I have taken legal steps to protect me and my child's safety.	Jul 10, 2011 12:14 PM
10	- Not living together anymore - Have broken up - I have said 'no' to violence in any of my relationships from now on.	Jul 10, 2011 12:04 PM
11	- not living together anymore - have broken up - have said no to violence in any of my relationships from now on.	Jul 4, 2011 11:36 AM
12	I moved out and I am sorting everything out.	Jul 4, 2011 11:23 AM
13	DVCS is just a part of the service involved in the process.	Jul 4, 2011 10:14 AM
14	I am still with my partner and he is feeling bad about w3hat happended. He has stopped using DV - in my culture men are allowed to hit women. It was a good lesson for him.	Jul 4, 2011 10:01 AM
15	I didn't think your organisation was big enough - the situation was bigger than your organisation.	Jul 4, 2011 9:53 AM
16	Currently attending marriage counselling with spouse.	Jul 4, 2011 9:45 AM
17	I am stronger in my resolve to keep my distance - I would not go back to similar relationship.	Jul 4, 2011 9:23 AM

Page 2, Q9. What changes (if any) have you made to your relationship in the past 12 months or intend to make as a result of having contact with DVCS?

18	Everything is getting better	Jul 4, 2011 9:17 AM
19	I had already broken up with the guy when I found out he was married. DVCS helped me to see a pattern in my relationships and figure out why I always ended up dating married men who would use me for a bit of fun. I also spoke to my psychologist about this.	Jul 4, 2011 9:01 AM
20	To have no relationship at all.	Jul 4, 2011 8:43 AM
21	In Australia you can't fight with your husband but in Africa you can - she will wait to see how he reacts	Jul 4, 2011 8:37 AM
22	Independent counselling	Jul 4, 2011 8:19 AM
23	The relationship ended and the support from DVCS helped me realise that something had to change. Life changing really. A worker called Roberta was excellent.	Jul 4, 2011 8:13 AM
24	Talking to DVCS helped me think of a plan for my future steps instead of just reacting and I left my partner.	Jul 4, 2011 8:00 AM
25	I haven't had contact with my daughter since the incident and this has been hard because we have always been close. I am resigned to the fact that it will take time before I get to see her again.	Jul 4, 2011 7:04 AM
26	I ended the relationship with my husband permanently.	Jul 3, 2011 6:06 PM
27	I understand the effects of violence on our son better. My knowledge about this was extended by the info provided by DVCS. Now things are a lot calmer when my ex sees our son. I have a DVO in place so he knows he can't act up. My ex is also see a psychologist now.	Jul 3, 2011 5:57 PM
28	I feel much safer and I can say what I want to say now. I am no longer scared & I know I have a right to say what I want.	Jul 3, 2011 5:42 PM
29	I have separated from my partner and intend getting a divorce. Though DVCS I south counselling that helped me get to this point.	Jul 3, 2011 12:29 PM
30	Not tolerating violence anymore.	Jul 3, 2011 12:14 PM
31	- Being more assertive in co-parenting relationship. - Do not intend to continue. - He receives counselling as result of DVCS.	Jul 3, 2011 11:55 AM
32	Just having a DVO - decision to keep it in place, safer	Jul 3, 2011 11:36 AM
33	Help provided was in relation to breach of DVO and better understanding of consequences. Decision about relationship had already been made.	Jul 3, 2011 10:12 AM
34	Getting counselling as a result of referral to Women's Health Service - partner still not living with me and I am thinking carefully about returning to the relationship.	Jul 3, 2011 9:50 AM
35	Make sure my daughter can't go near her dad.	Jul 1, 2011 9:57 PM
36	He got hospital assistance for mental health & things have been good since he	Jul 1, 2011 9:34 PM

Page 2, Q9. What changes (if any) have you made to your relationship in the past 12 months or intend to make as a result of having contact with DVCS?

	came home. It is good to have knowledge about where to go.	
37	No changes	Jul 1, 2011 8:55 PM
38	We are still together but there is a greater understanding of what can happen in every situation. I mean - we have a better understanding of the implications of mishandling or arguments or disagreements,	Jul 1, 2011 8:30 PM
39	Now single. I now have action plan if anything happens again.	Jul 1, 2011 7:13 PM
40	Support in court taking out a DVO - I had never done this before.	Jul 1, 2011 6:49 PM
41	As above. All incidents have involved violence used by mentally ill son towards father. No big changes to the relationship have occurred.	Jun 28, 2011 11:28 AM
42	I told Jordon that his girlfriend is no good for him and finally he can see that after she treated him bad too. He is just realising what she was like and acknowledging my insight. I am sad that I didnt punish my sons behaviour when he is young and that may be why he behaved bad but he is improving now, and our relationship is getting stronger. I am strong enough now to say to Jordon you are 21 and if you do not respect me you have to find a house and life as your own because you are an adult now and I deserve my peace	Jun 27, 2011 6:03 PM
43	Relationship ended three years ago but had to live in house together longer because of housing needs. We communicate to get on for our daughter.	Jun 27, 2011 4:08 PM
44	I've ended it.	Jun 27, 2011 1:35 PM
45	I left the relationship	Jun 25, 2011 8:18 PM
46	left the relationship as it became more abusive	Jun 24, 2011 6:50 PM
47	Nothing has changed	Jun 24, 2011 6:34 PM
48	He disappeared out of my life and not sure if he will come back	Jun 24, 2011 6:18 PM
49	Not sure yet	Jun 24, 2011 1:55 PM
50	it would be hard to pinpoint anything 'as a result of'. but there have been some changed. we are trying to manage our relationship and it is very complex and there are a number of contributors to how we are moving forward.	Jun 24, 2011 1:41 PM
51	my situation is difficult. help others due to my experience.	Jun 23, 2011 9:02 PM
52	Ended relationship.	Jun 23, 2011 8:04 PM
53	Definitely seperated & children have no more contact with him & happy generally	Jun 21, 2011 4:46 PM
54	Separated from partner. I though he was a good family man but now I never want to live with him again	Jun 18, 2011 9:48 PM
55	Yes, I divorced my husband.	Jun 17, 2011 2:58 PM
56	The relationship has ended and he is in gaol. Personal changes include: Jobs, car,settling down, peace of mind. Im seeking counselling for my daughters, they	Jun 16, 2011 7:34 PM

Page 2, Q9. What changes (if any) have you made to your relationship in the past 12 months or intend to make as a result of having contact with DVCS?

	are having issues with anger and lashing out and speaking their minds at age of 12 and 13.	
57	Working things out and trying to have space to work out things with ex partner. REalising it wasn't me in the wrong	Jun 16, 2011 5:15 PM
58	I got a DVO, which is still in place, so there is no relationship any longer	Jun 16, 2011 5:07 PM
59	I set boundaries, which I would never have done before. I can now say when something is unacceptable.	Jun 16, 2011 3:55 PM
60	I have an AVO out, life is a lot more peaceful. I have had the courage to stand up for myself and implement the laws [against domestic violence].	Jun 16, 2011 1:45 PM
61	I am no longer in the relationship.	Jun 16, 2011 10:33 AM
62	I've been a lot more stronger, and not allow the abuse.	Jun 16, 2011 9:34 AM
63	Made the decision to leave and then left her husband and moved out of his house.	Jun 15, 2011 5:25 PM
64	able to stand her ground a bit more in what she wanted or didn't want	Jun 15, 2011 4:16 PM
65	Have started a lot of counselling both individually and as a couple. I have also a lot less tolerance for what I will put up with nowadays.	Jun 15, 2011 4:06 PM
66	The relationship is long gone.	Jun 15, 2011 3:45 PM
67	Client has continued to create more distance between them and their previous relationship by moving further away.	Jun 15, 2011 2:14 PM
68	I am now feeling safe	Jun 15, 2011 1:41 PM
69	I try to keep safe but he is more controlling	Jun 15, 2011 1:03 PM
70	Separated from husband since he was arrested	Jun 14, 2011 6:59 PM
71	Yes we are getting better, we improve a lot.	Jun 14, 2011 2:16 PM
72	I don't really know. There haven't been any changes.	Jun 14, 2011 2:10 PM
73	Reduced anger. Things are calmer. Having someone to listen to me made a difference. We have not taken any anger management classes.	Jun 14, 2011 9:53 AM
74	Nil as spearted for a long time. No longer separated under the one roof	Jun 11, 2011 2:08 PM
75	Broken off contact with her brother.	Jun 8, 2011 3:49 PM
76	Haven't had contact with ex partner	Jun 7, 2011 8:49 PM
77	None.	Jun 7, 2011 1:26 PM
78	not the same person. i dont put with the violence anymore	Jun 5, 2011 3:52 PM
79	I do not speak to my family anymore (PUV was sister)	Jun 5, 2011 3:47 PM

Page 2, Q9. What changes (if any) have you made to your relationship in the past 12 months or intend to make as a result of having contact with DVCS?

80	Dont speak to family	Jun 5, 2011 3:34 PM
81	relationship has ended.	Jun 5, 2011 3:27 PM
82	the relationship has ended and i and children feel safer	Jun 5, 2011 3:12 PM
83	We are no longer together and i made decision to stay away from my ex partner and was able to stick to this with the support of dVCS. DVCS helped me to stay stronger.	Jun 4, 2011 1:37 PM
84	We don't live together	Jun 1, 2011 8:01 PM
85	No ongoing relationship with the person using violence	Jun 1, 2011 2:40 PM
86	gone to counselling on my own	May 31, 2011 4:58 PM

Page 2, Q10. In the past 12 months, was there something said to you by a worker that you found particularly helpful?

1	Can't recall	Jul 13, 2011 8:36 PM
2	Walked through the DVO paperwork, and gave advice on the process and how I might answer questions	Jul 13, 2011 6:21 PM
3	All workers were amazingly helpful - I feel the reason was the fact that they were able to covey the information in laymen's terms. I was having trouble understanding the jargon used by the court system - this was a huge help to me.	Jul 10, 2011 6:39 PM
4	They listened to me when I need to talk. They pointed me on the right path and showed me I had options.	Jul 10, 2011 6:29 PM
5	Every contact was useful.	Jul 10, 2011 6:11 PM
6	Every time I have called the DVCS worker has been helpful and had the information if needed.	Jul 10, 2011 5:59 PM
7	Everything - telling me about any charges that happended and talking to me on the phone.	Jul 10, 2011 5:42 PM
8	I remember one worker saying to me that if I don't make changes life will be the same. My life before was very miserable, I made changes and I am happy now.	Jul 10, 2011 5:32 PM
9	Too many to think of.	Jul 10, 2011 5:07 PM
10	I found the case tracking service very helpful.	Jul 10, 2011 12:14 PM
11	I received validation of how I felt The Crisis Workers just listened and that was the most important thing.	Jul 10, 2011 12:04 PM
12	I received validation of how I felt - the Crisis Workers just listened - that was the most important thing.	Jul 4, 2011 11:36 AM

Page 2, Q10. In the past 12 months, was there something said to you by a worker that you found particularly helpful?

13	Nothing I can think of now.	Jul 4, 2011 11:23 AM
14	Yes - my son and I learnt that I could still access DVO legal supports and this helped a little bit.	Jul 4, 2011 11:18 AM
15	DVCS people helped me to see things differently and gave me some guidance and reassurance.	Jul 4, 2011 10:14 AM
16	Gave positive support.	Jul 4, 2011 10:01 AM
17	Case tracking very helpful	Jul 4, 2011 9:53 AM
18	Nothing specific I can recall	Jul 4, 2011 9:45 AM
19	No one particular thing.	Jul 4, 2011 9:23 AM
20	All the workers helped me	Jul 4, 2011 9:17 AM
21	All the workers and everything they said was really helpful. They were all very patient. I felt court support from Lesley and Helen was great they felt like friends and were informative and supportive.	Jul 4, 2011 9:01 AM
22	Letting me know to be confident in my decision - confirming my decision was a good one and so facilitating discussions about my decisions to be safe.	Jul 4, 2011 8:43 AM
23	Workers call me and talk to me. They help me not to be so stressed. The court system will sort it out.	Jul 4, 2011 8:37 AM
24	No I appreciated all the advice given to me and I took on board what I thought was relevant.	Jul 4, 2011 8:19 AM
25	Having to do things differently - related to children's behaviour. If you let them get away with it they will continue so sending a clear message by taking out a DVO - which I had tried to do before.	Jul 4, 2011 8:13 AM
26	I found the Crisis Workers to be very empathetic and gave me ideas and info and listened to me.	Jul 4, 2011 8:00 AM
27	I found myself being better informed by DVCS their support was wonderful. It was very helpful to have Lesley support us during the court matter because it lent continuity.	Jul 4, 2011 7:04 AM
28	Yes - remember the reasons why I applied for the DVO - stay firm and move forward not back.	Jul 3, 2011 6:06 PM
29	Yes - a DVCS worker told me that I didn't deserve to live the way that I was living.	Jul 3, 2011 5:57 PM
30	I found DVCS to be very helpful especially with providing me with information on my visa and places that could help me with this.	Jul 3, 2011 5:42 PM
31	Everything!	Jul 3, 2011 12:29 PM
32	Just the offer of support was invaluable. I felt like there was life without violence for me and my son.	Jul 3, 2011 12:14 PM

Page 2, Q10. In the past 12 months, was there something said to you by a worker that you found particularly helpful?

33	Helen told me this is about me and my daughter - not anyone else.	Jul 3, 2011 11:55 AM
34	Free to call anytime, updates.	Jul 3, 2011 11:36 AM
35	I did not have to call back DVCS - I could rely on DVCS keeping in touch - really good personal touch. I spoke to quite a few people and I liked the fact I could rely on DVCS to update me on court dates and progress. Question about the court process all answered as a result - I am now a big supported of ACT police - they treated well and better compared to NSW Police.	Jul 3, 2011 10:12 AM
36	Initial crisis call told to "look after yourself, calm down" - found this initial call to be most helpful in terms of having a good conversation and feeling supported.	Jul 3, 2011 9:50 AM
37	Most things helpful.	Jul 1, 2011 9:57 PM
38	Good to talk to someone who understood & DVCS kept ringsing me. Good to know DVCS there to talk to if needed.	Jul 1, 2011 9:34 PM
39	24 hour services was reassuring to me.	Jul 1, 2011 8:55 PM
40	Not really. The majority of contact was around court updates.	Jul 1, 2011 8:30 PM
41	It was all helpful.	Jul 1, 2011 7:13 PM
42	Where are you going to draw the line in the sand?	Jul 1, 2011 6:49 PM
43	Everything that Helen did and said was helpful. There was no one particular incident, but Helen was outstanding.	Jun 28, 2011 11:28 AM
44	yes, literally to throw them out of house - good for long term relations	Jun 27, 2011 6:03 PM
45	Having someone to actually listen, talking to someone who understands is helpful.	Jun 27, 2011 4:08 PM
46	I don't remember	Jun 27, 2011 1:35 PM
47	that if there was no change the situation will just continue on	Jun 25, 2011 8:18 PM
48	that you shouldn't be treated this way. even verbal is abuse	Jun 24, 2011 6:50 PM
49	no	Jun 24, 2011 6:34 PM
50	CW said two people have to work together in the relationship, not one person	Jun 24, 2011 6:18 PM
51	nothing stood out	Jun 24, 2011 1:55 PM
52	On person who spoke with me the day after the incident said one stand out thing, and that was that my child's future was in my hands.	Jun 24, 2011 1:41 PM
53	constant support and knowledge. and most of all empathy	Jun 23, 2011 9:02 PM
54	Can't remember.	Jun 23, 2011 8:04 PM
55	Just being encouraging, backing her up and telling her she was doing the right thing.	Jun 21, 2011 4:46 PM

Page 2, Q10. In the past 12 months, was there something said to you by a worker that you found particularly helpful?

56	I was told about all the services and my entitlements	Jun 18, 2011 9:48 PM
57	It was really helpful just to be able to talk to people and get advice.	Jun 17, 2011 2:58 PM
58	Just reassuring me that everything is going to be alright.	Jun 16, 2011 7:34 PM
59	not really - all helpful	Jun 16, 2011 5:15 PM
60	Not specific, what was good was the support at the court and getting the court outcome phone calls	Jun 16, 2011 5:07 PM
61	The fact that it is not ok and that I am a worthwhile person who doesn't deserve to be treated like that.	Jun 16, 2011 3:55 PM
62	A lot of things, workers were always very encouraging, very empowering. Workers let me know that I have rights. It was a multitude of things they helped me out with.	Jun 16, 2011 1:45 PM
63	Everything has been helpful.	Jun 16, 2011 10:33 AM
64	The words of "it's ok" - knowing that the person was listening and there to support me.	Jun 16, 2011 9:34 AM
65	No. If you asked this question to the client 18 months ago, she said she would have said yes. Her last conversation was very unhelpful.	Jun 15, 2011 5:25 PM
66	safety plan was good	Jun 15, 2011 4:16 PM
67	Yes and no. Some things that worked. Did not wish to elaborate.	Jun 15, 2011 3:45 PM
68	Talking to people who understood and listened was really helpful even though the system and individual situation is depressing.	Jun 15, 2011 2:14 PM
69	Everything has always been very helpful and supportive	Jun 15, 2011 1:41 PM
70	they always tried to help and were very friendly	Jun 15, 2011 1:03 PM
71	Listened to me when I was going through problems	Jun 14, 2011 6:59 PM
72	Everything was good for her.	Jun 14, 2011 2:16 PM
73	I didn't really have much contact.	Jun 14, 2011 2:10 PM
74	The worker who visited me talked about anger management and she was giving examples of what was available. I had only been married for 3 months. The worker told me that she was not trying to break up my marriage, but trying to make it better, and this was what I wanted also. She said that she was not trying to turn me against my husband.	Jun 14, 2011 9:53 AM
75	Very helpful and understanding and they listened	Jun 11, 2011 2:08 PM
76	Mainly that she would be kept in the loop - CT, given numbers to services and advice which was helpful.	Jun 8, 2011 3:49 PM
77	Suggestions on how to keep safe	Jun 7, 2011 8:49 PM

Page 2, Q10. In the past 12 months, was there something said to you by a worker that you found particularly helpful?

78	Generally found workers to be very helpful.	Jun 7, 2011 1:26 PM
79	everything was helpful	Jun 5, 2011 3:52 PM
80	No	Jun 5, 2011 3:47 PM
81	no	Jun 5, 2011 3:34 PM
82	everything has been helpful	Jun 5, 2011 3:27 PM
83	all the conversations were useful	Jun 5, 2011 3:12 PM
84	Lots of things and conversations. A male worker (Steve) supported me at court and I was a bit suprised as he was male and young but he was great and I was pleasantly suprised by his support and knowledge. Things workers said that were helpful: a) Stay focused on bad things there were in the relationship rather than good things" this helped her in not going back(or similar words) b) Think of your ex partner like a diamond , beautiful on the top but rough on the sides" (or similar words),	Jun 4, 2011 1:37 PM
85	I'm sure there was, but I can't remember specifically	Jun 1, 2011 8:01 PM
86	No one thing that stood above the rest- all was helpful	Jun 1, 2011 2:40 PM
87	no	May 31, 2011 4:58 PM

Page 2, Q11. In the past 12 months, was there something said to you by a worker that you did not find helpful?

1	No	Jul 13, 2011 8:36 PM
2	No	Jul 10, 2011 6:39 PM
3	No	Jul 10, 2011 6:29 PM
4	No	Jul 10, 2011 5:59 PM
5	Nothing	Jul 10, 2011 5:42 PM
6	No.	Jul 10, 2011 5:32 PM
7	No	Jul 10, 2011 5:07 PM
8	I think DVCS workers could be more encouraging for people who are concerned about CPS by giving us more information and more comprehensive explanations about CPS and what happens.	Jul 10, 2011 12:14 PM
9	No - everyone was good.	Jul 4, 2011 11:23 AM
10	I was shocked when someone said they would get my file - when feeling fragile this can be upsetting.	Jul 4, 2011 11:18 AM

Page 2, Q11. In the past 12 months, was there something said to you by a worker that you did not find helpful?

11	No	Jul 4, 2011 10:01 AM
12	No	Jul 4, 2011 9:53 AM
13	No	Jul 4, 2011 9:45 AM
14	No	Jul 4, 2011 9:23 AM
15	Never	Jul 4, 2011 9:17 AM
16	When I was feeling overwhelmed, the DVCS lady made it clear to me that I was not to rely on DVCS for counselling that was not DV related. I was not in the right mind at the teime to hear that but I have since realised she was right and I have found my own resources.	Jul 4, 2011 9:01 AM
17	No	Jul 4, 2011 8:43 AM
18	No it was all good.	Jul 4, 2011 8:37 AM
19	No	Jul 4, 2011 8:19 AM
20	Trying hard but agreeing with what I said too much.	Jul 4, 2011 8:13 AM
21	No.	Jul 4, 2011 7:04 AM
22	No	Jul 3, 2011 6:06 PM
23	Sometimes I would have preferred to talk to someone that understood my situation better - my situation is complicated. I couldn't just run to the phone or to the neighbours house because he would hold me down. I would just be screaming but if noone came there was nothing I could do. I have no idea what would be more helpful because when you can't escape there is nothing you can do.	Jul 3, 2011 5:57 PM
24	No	Jul 3, 2011 5:42 PM
25	I was scared when I was told there was limited resources for housing and no refuge space. I though I would have to move back home if I had nowhere to live.	Jul 3, 2011 12:29 PM
26	No	Jul 3, 2011 12:14 PM
27	No	Jul 3, 2011 11:55 AM
28	Not particularly - I felt there was not much opportunity to talk after the initial call but I know I could call DVCS back anytime.	Jul 3, 2011 9:50 AM
29	No	Jul 1, 2011 9:57 PM
30	No	Jul 1, 2011 9:34 PM
31	No	Jul 1, 2011 8:55 PM
32	No	Jul 1, 2011 8:30 PM
33	No.	Jul 1, 2011 7:13 PM

Page 2, Q11. In the past 12 months, was there something said to you by a worker that you did not find helpful?

34	Nil. See above. Everything that Helen did was outstanding particularly the compassion that she showed.	Jun 28, 2011 11:28 AM
35	not at all	Jun 27, 2011 6:03 PM
36	Originally when I first got in touch when i was worried about being in the house DVCS had said we could help, then it went on too long and it couldn't be done. Disappointed.	Jun 27, 2011 4:08 PM
37	I had a call from one worker who, because I didn't move out straight away, repeated condescendingly, didn't I realise that this was a service for people experiencing DV? I felt like a fraud and I didn't call back for a few weeks. I felt like the worker didn't care and didn't understand my situation. I stayed behind to look after my things, but that didn't mean there wasn't DV.	Jun 27, 2011 1:35 PM
38	no	Jun 25, 2011 8:18 PM
39	no all empathetic	Jun 24, 2011 6:50 PM
40	I was to go for help, but it didn't look like I would get help	Jun 24, 2011 6:34 PM
41	Mostly things said were good	Jun 24, 2011 6:18 PM
42	no, not at all	Jun 24, 2011 1:55 PM
43	Yes, but i can't remember exactly. The phone calls later were from a number of different people. i can't say anything specific. i had to tell my story all over again to each person and it was very unhelpful.	Jun 24, 2011 1:41 PM
44	not at all	Jun 23, 2011 9:02 PM
45	Approach of workers saying they work with women in my situation wasn't helpful. We're all individuals.	Jun 23, 2011 8:04 PM
46	No - all pretty helpful	Jun 21, 2011 4:46 PM
47	No	Jun 18, 2011 9:48 PM
48	No.	Jun 16, 2011 7:34 PM
49	Not at all	Jun 16, 2011 5:15 PM
50	No	Jun 16, 2011 5:07 PM
51	No, workers were always really empathetic	Jun 16, 2011 3:55 PM
52	No, not at all. Always very helpful.	Jun 16, 2011 1:45 PM
53	no not at all	Jun 16, 2011 9:34 AM
54	Her last contact with DVCS in the past 12 months was very unhelpful. She felt like she was not listened to. Client felt that she wasted our time and her own time.	Jun 15, 2011 5:25 PM
55	no	Jun 15, 2011 4:16 PM

Page 2, Q11. In the past 12 months, was there something said to you by a worker that you did not find helpful?

56	Some of the younger staff have tried to oversympathise with me and need to be retrained in how they identify and speak to people because I found it upsetting and got cranky. Also I found that the service miscommunicated information to me from the courts which caused me a lot of distress.	Jun 15, 2011 4:06 PM
57	To a certain extent yes-did not wish to elaborate.	Jun 15, 2011 3:45 PM
58	Nothing, always very good	Jun 15, 2011 1:41 PM
59	Yes. When I call and say he is controlling and not permitting I use the car the worker just said report to police, there is nothing we can do if he own the car in his name. I needed to know more about having things in my name so I had personal property -I know this now and am smarter. Also, when I call and say he is yelling and screaming at me I need more understanding as workers say call the police and do not understand this is not something I would ever do. I was ringing for some counsel and didn't feel understood	Jun 15, 2011 1:03 PM
60	Not specific ally	Jun 14, 2011 6:59 PM
61	No, not at all	Jun 14, 2011 2:16 PM
62	No.	Jun 14, 2011 2:10 PM
63	Nothing I can remember	Jun 14, 2011 9:53 AM
64	no	Jun 11, 2011 2:08 PM
65	No, everything helpful	Jun 8, 2011 3:49 PM
66	no	Jun 7, 2011 8:49 PM
67	No.	Jun 7, 2011 1:26 PM
68	no	Jun 5, 2011 3:52 PM
69	No	Jun 5, 2011 3:47 PM
70	no	Jun 5, 2011 3:34 PM
71	no	Jun 5, 2011 3:27 PM
72	no	Jun 5, 2011 3:12 PM
73	no	Jun 4, 2011 1:37 PM
74	no	Jun 1, 2011 8:01 PM
75	No	Jun 1, 2011 2:40 PM
76	no	May 31, 2011 4:58 PM

Page 2, Q12. Looking back over your contact with DVCS over the past 12 months, does any one thing stand out as having been the most helpful: for example court support, advocacy, crisis visit?

1	Helping me go through the DVO application	Jul 13, 2011 8:36 PM
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Page 2, Q12. Looking back over your contact with DVCS over the past 12 months, does any one thing stand out as having been the most helpful: for example court support, advocacy, crisis visit?

2	no	Jul 13, 2011 6:21 PM
3	No as explained in Question 10 - when you do not work in a particular field it is easy to assume a person understands the legal system. DVCS were just great in terms of explanations and reassurances.	Jul 10, 2011 6:39 PM
4	They helped me to get a DVO.	Jul 10, 2011 6:29 PM
5	Discussing things on the phone.	Jul 10, 2011 6:11 PM
6	Definitely court support and case tracking - DVCS always the first to call with court outcome.	Jul 10, 2011 5:59 PM
7	Being with me at court - I felt safe and supported.	Jul 10, 2011 5:42 PM
8	Attending police station with me, court support and the phone calls were very important - very lovely people on the other end of the phone.	Jul 10, 2011 5:32 PM
9	Court Support	Jul 10, 2011 5:07 PM
10	Court information and DVCS encouragement and support about my decisions.	Jul 10, 2011 12:14 PM
11	- Information given around service provision - DVCS kept checking in with me - this was confronting yet really supportive.	Jul 10, 2011 12:04 PM
12	- Information given about other services - DVCS kept checking in with me - this was confronting but very supportive.	Jul 4, 2011 11:36 AM
13	Having DVCS at court and having them explain how the court works - as it is confusing to someone who hasn't been through it before.	Jul 4, 2011 11:23 AM
14	The warning letter was a good option that I wasn't aware of.	Jul 4, 2011 11:18 AM
15	Counselling over the phone is great! Helping me when I was in crisis was excellent - with DVCS help I have grown up and have learned to think differently.	Jul 4, 2011 10:14 AM
16	All good.	Jul 4, 2011 10:01 AM
17	No	Jul 4, 2011 9:53 AM
18	Nothing specific - I found all conversations helpful.	Jul 4, 2011 9:45 AM
19	Phone calls re court and keeping me up-to-date re court.	Jul 4, 2011 9:23 AM
20	Help with housing paperwork.	Jul 4, 2011 9:17 AM
21	Lesley and Helen were great with court support. I remember one day after court they went out of their way to give me a lift to work - they were very responsive and just talked about my family.	Jul 4, 2011 9:01 AM
22	Court support - having someone there at the time when I could have easily waked out. Letting me know the process and helping me through the court.	Jul 4, 2011 8:43 AM
23	Court support and crisis visit was very good - they were there to support me.	Jul 4, 2011 8:37 AM

Page 2, Q12. Looking back over your contact with DVCS over the past 12 months, does any one thing stand out as having been the most helpful: for example court support, advocacy, crisis visit?

24	Crisis visit	Jul 4, 2011 8:19 AM
25	Court support was excellent.	Jul 4, 2011 8:13 AM
26	The 24 hour crisis line.	Jul 4, 2011 8:00 AM
27	I found the crisis visit at the police station very helpful and also the information, advocacy and support at court.	Jul 4, 2011 7:04 AM
28	Court Support. It was good to have someone by my side and offer suggestions that proved helpful in court.	Jul 3, 2011 6:06 PM
29	One day I called as an anonymous called. The person on the phone waqs really helpful - making suggestions about things I could do and givinbg me info about housing and court and placed I could go.	Jul 3, 2011 5:57 PM
30	I found the court support to be very helpful because I was very scared and didn't know about my options.	Jul 3, 2011 5:42 PM
31	Court support was amazing - workers very very patinet and understanding.	Jul 3, 2011 12:29 PM
32	Happy with all support.	Jul 3, 2011 12:14 PM
33	- Court support - Having someone to keep me calm and focused, particularly giving evidence.	Jul 3, 2011 11:55 AM
34	Continued phone updates.	Jul 3, 2011 11:36 AM
35	1. Police involement and follow-up with DVCS was wonderful compared to NSW police. 2. Effective integration of services and prompt and private treatment.	Jul 3, 2011 10:12 AM
36	Case Tracking - particularly because I could not contact my partner. Didn't hear from the court, DPP or even the changes to bail conditions. SMS's From DVCS were good,	Jul 3, 2011 9:50 AM
37	Referrals to counselling.	Jul 1, 2011 9:57 PM
38	Telephone support good. Meeting worker face to face was good as it was the first time I had spoken to someone face to face.	Jul 1, 2011 9:34 PM
39	Call back regarding court results good	Jul 1, 2011 8:55 PM
40	The court updates were mostly the contact I had. I found these helpful because they kept me in the loop. No one else was updating me about the court matter.	Jul 1, 2011 8:30 PM
41	Court support definitely. Mainly someone to talk to.	Jul 1, 2011 7:13 PM
42	Yes - court support.	Jul 1, 2011 6:49 PM
43	No	Jul 1, 2011 6:04 PM
44	Court Support with Helen!!	Jun 28, 2011 11:28 AM
45	everything helpful	Jun 27, 2011 6:03 PM

Page 2, Q12. Looking back over your contact with DVCS over the past 12 months, does any one thing stand out as having been the most helpful: for example court support, advocacy, crisis visit?

46	initial telephone support was wonderful, reassuring. being able to cry and talk with someone.	Jun 27, 2011 4:08 PM
47	I was really helpful that you kwpt records so that I could call up and say my name and then the worker knew my story. The letter for Housing was also helpful, and the fact that I could call on 1800 REVERSE.	Jun 27, 2011 1:35 PM
48	all of the above and the follow up phone call	Jun 25, 2011 8:18 PM
49	being given permission to access support	Jun 24, 2011 6:50 PM
50	no	Jun 24, 2011 6:34 PM
51	Phone calls	Jun 24, 2011 6:18 PM
52	Phone calls most helpful, particularly about court dates.	Jun 24, 2011 1:55 PM
53	i only had phone contact	Jun 24, 2011 1:41 PM
54	court support and follow up phone calls	Jun 23, 2011 9:02 PM
55	Phone support and access/availability of crisis line.	Jun 23, 2011 8:04 PM
56	CT - so she didnt have to chase the information herself	Jun 21, 2011 4:46 PM
57	CAP support and crisis visits	Jun 18, 2011 9:48 PM
58	Court support.	Jun 17, 2011 2:58 PM
59	Just to ring up and see if I am alright.	Jun 16, 2011 7:34 PM
60	DVCS got in contact with me as soon as we have information. The police didn't do this	Jun 16, 2011 5:15 PM
61	Court support and calling and letting me know the court outcomes	Jun 16, 2011 5:07 PM
62	The biggest thing was the follow-up calls. They let me know that I was not alone - there is always someone there to answer	Jun 16, 2011 3:55 PM
63	Because I was calling police on a regular basis, I was known to them having experienced DV from two different relationships over 10 years. I found police stand-offish and DVCS workers helped me by intervening on my behalf and calling for police attendance.	Jun 16, 2011 1:45 PM
64	Everything has been helpful particularly being informed of the court process and being kept up to date with information about this.	Jun 16, 2011 10:33 AM
65	Just giving me the support in relation to the DVO - giving wider options about what to do. Lots of options and advice around safety options. Advice about how to deal with Magistrate - good to know what I would be expecting.	Jun 16, 2011 9:34 AM
66	Can't answer this question, as client has had only one conversation with DVCS in the past 12 months, and this was very unhelpful and a waste of time.	Jun 15, 2011 5:25 PM
67	letting her know that she wasn't alone and that she was important and valid	Jun 15, 2011 4:16 PM

Page 2, Q12. Looking back over your contact with DVCS over the past 12 months, does any one thing stand out as having been the most helpful: for example court support, advocacy, crisis visit?

68	Phone calls	Jun 15, 2011 4:06 PM
69	Never had anyone from DVCS visit.	Jun 15, 2011 3:45 PM
70	Case tracking as it slipped by everyone else. DVCS was the only service that consistently contact the client to inform of updates. Client also contacted DVCS for sentencing outcome as DPP & police were always uncertain what was happening.	Jun 15, 2011 2:14 PM
71	court support - it was really good having someone with me, it helped me to be more confident	Jun 15, 2011 1:41 PM
72	Yes, the lady that helped me and in particular the children at court was very nice. Also the workers on the phone always are nice and friendly	Jun 15, 2011 1:03 PM
73	The crisis workers were helpful as they listened to me, but not practical support	Jun 14, 2011 6:59 PM
74	It was very useful to have someone in the court.	Jun 14, 2011 2:16 PM
75	The court updates were very helpful.	Jun 14, 2011 2:10 PM
76	All of those things were helpful. At the visit the worker was understanding, well-mannered and helpful. The court updates were never rude or harsh, even when I was ringing them a lot asking when the outcome would be available. The lawyer who helped with my VIS was also really good.	Jun 14, 2011 9:53 AM
77	phone	Jun 11, 2011 2:08 PM
78	CT and court support for DVO	Jun 8, 2011 3:49 PM
79	When dvcs came with me to court and the referral to get my locks changed	Jun 7, 2011 8:49 PM
80	All generally good.	Jun 7, 2011 1:26 PM
81	everything helped me very much	Jun 5, 2011 3:52 PM
82	Court support was really good	Jun 5, 2011 3:47 PM
83	Court support was good	Jun 5, 2011 3:34 PM
84	all the support and everything has been really useful.	Jun 5, 2011 3:27 PM
85	court support re: DVO was useful and informative	Jun 5, 2011 3:12 PM
86	Court support, someone was always there that I knew I could call. Once workers could not get me on the phone but they knew I had to be at court and they found me there. I was so great that they did this.	Jun 4, 2011 1:37 PM
87	Phone calls - checking up and asking if I was okay	Jun 1, 2011 8:01 PM
88	definitely court support, probably would not have been able to go ahead with a protection order without support	Jun 1, 2011 2:40 PM
89	no not really	May 31, 2011 4:58 PM

Page 2, Q13. Do you have any suggestions as to how any of the services provided by DVCS could be improved?

1	No, as DVCS support is dependent on asking for and being open to the services	Jul 13, 2011 8:36 PM
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Page 2, Q13. Do you have any suggestions as to how any of the services provided by DVCS could be improved?

	DVCS provides. It's important that people know what's available, else they can't respond to the question about what other services would be useful	
2	The CAP service was fantastic - told me where to go, met me, phoned me and went through the proceses with me	Jul 13, 2011 6:21 PM
3	No, very happy with current service.	Jul 10, 2011 6:39 PM
4	Face to face for more contact would be good. The phone service is OK but I prefer face to face communication.	Jul 10, 2011 6:29 PM
5	No	Jul 10, 2011 6:11 PM
6	Not really - I once tried calling and the workers were on a crisis visit and asked if they could call me back. So maybe they need something to address those matters immediatly.	Jul 10, 2011 5:59 PM
7	No, I think everything ius beautiful.	Jul 10, 2011 5:42 PM
8	I can't say however keep doing good work.	Jul 10, 2011 5:32 PM
9	All good	Jul 10, 2011 5:07 PM
10	- DVCS could provide more local information about support groups etc for women and children post crisis. - Encourage tactful information and explanation of CPS role.	Jul 10, 2011 12:14 PM
11	No - no problems.	Jul 4, 2011 11:23 AM
12	With no money and my car on empty - an offer to pick me up would have been helpful.	Jul 4, 2011 11:18 AM
13	Provding support for stuff like changing locks	Jul 4, 2011 10:14 AM
14	No	Jul 4, 2011 10:01 AM
15	No it's good help.	Jul 4, 2011 9:53 AM
16	No	Jul 4, 2011 9:45 AM
17	Police advocacy is really important - more important that anything that people know where to get help.	Jul 4, 2011 9:23 AM
18	NO	Jul 4, 2011 9:17 AM
19	More sharing of information between services - like my GP and specialist so that I don't have to repeat myself and they can pick up what is going on for me. There could be more smooth transition.	Jul 4, 2011 9:01 AM
20	No I was happy.	Jul 4, 2011 8:43 AM
21	Nothing wrong with what you are doing. Feel OK to tell worker if anything not OK. Very happy with the service.	Jul 4, 2011 8:37 AM
22	No	Jul 4, 2011 8:19 AM

Page 2, Q13. Do you have any suggestions as to how any of the services provided by DVCS could be improved?

23	No, all worked pretty well. I was worried about ex coming to the house so it would be good if they could assist with an emergency.	Jul 4, 2011 8:13 AM
24	No from my experience.	Jul 4, 2011 7:04 AM
25	No	Jul 3, 2011 5:57 PM
26	No	Jul 3, 2011 5:42 PM
27	No	Jul 3, 2011 12:29 PM
28	Keep up the good work. Let women know there is support because we often feel alone and isolated.	Jul 3, 2011 12:14 PM
29	During interim DVO submissions mneed to be done by 11.00am - I wasn't aware of this and felt rushed. I would suggested DVCS prepare people for this.	Jul 3, 2011 11:55 AM
30	No	Jul 3, 2011 11:36 AM
31	No already very good. Maybe funding for other states to provide DVCS service so I can count on being looked after interstate.	Jul 3, 2011 10:12 AM
32	Overall good ongoing help - felt most supported by DVCS over the other agencies/criminal justice agencies.	Jul 3, 2011 9:50 AM
33	No	Jul 1, 2011 9:57 PM
34	We were referred to VSS and when I went there the counsellor told me to talk to Vietnam Vets Counselling Service - the drew out the length oif time I had to wait. DVCS should check if the Vietnam Vet service is more appropriate at the outaset and make the referral first up. (for other Vets as well, not just Vietnam Vets)	Jul 1, 2011 9:34 PM
35	No	Jul 1, 2011 8:55 PM
36	Not really. I could only say that everytime I spoke to or saw anyone from DVCS they were always female. I don't know if you wmploy any males but, if not, I think you should. I would have liked to speak to a male persone sometimes.	Jul 1, 2011 8:30 PM
37	No, I felt well looked after and supported. I would like Crisis workers to do visits in clients's house even when police not involved.	Jul 1, 2011 7:13 PM
38	No they were wonderful.	Jul 1, 2011 6:49 PM
39	No	Jul 1, 2011 6:04 PM
40	Recruit more Helens.	Jun 28, 2011 11:28 AM
41	No tell everyone thankyou. Thank God for services such as yours in Australia	Jun 27, 2011 6:03 PM
42	Not off the top of my head. DVCS have been marvelous with contact. Had more drama with CPS.	Jun 27, 2011 4:08 PM
43	a book on dv to be handed out to clients that explains the dynamics	Jun 25, 2011 8:18 PM
44	no. p/c back were great	Jun 24, 2011 6:50 PM

Page 2, Q13. Do you have any suggestions as to how any of the services provided by DVCS could be improved?

45	This is a hard question and I have no idea	Jun 24, 2011 6:34 PM
46	DVCS was very helpful	Jun 24, 2011 6:18 PM
47	no	Jun 24, 2011 1:55 PM
48	Assigning a case worker to a client would be useful	Jun 24, 2011 1:41 PM
49	no as long as it stays this way. its a great service	Jun 23, 2011 9:02 PM
50	Even though we say no, please persist because sometimes we can't really speak. It'd be good if you would say how about we call back in a week or something like that.	Jun 23, 2011 8:04 PM
51	No	Jun 21, 2011 4:46 PM
52	More help with the following: -Access to accommodation -Help with finances - Help gaining employment -Transport	Jun 18, 2011 9:48 PM
53	I think DVCS are all beautiful people and I appreciate their job. They are all professional people and I am very happy with their service.	Jun 17, 2011 2:58 PM
54	Would suggest DVCS have more outings, for victims and children. More gatherings. More events for raising public awareness. Organise a Fun Day where victims can come together to celebrate their survival. More education within schools, because kids at school that go through it wouldn't say anything. Raise awareness within schools.	Jun 16, 2011 7:34 PM
55	no	Jun 16, 2011 5:15 PM
56	No - it was good. DVCS did what I needed and would have expected	Jun 16, 2011 5:07 PM
57	Not really - my experiences were more positive than negative and I always felt better after talking to workers	Jun 16, 2011 3:55 PM
58	No. You have been very helpful. When I went to court, the workers that I knew from over the phone approached me and helped me out. I really can't see how the service could be improved, it has been very helpful towards me. When I attended court, the workers were there before I had to attend. When I was scared of being at court, I always had support from someone at DVCS.	Jun 16, 2011 1:45 PM
59	No I think DVCS has been great.	Jun 16, 2011 10:33 AM
60	No	Jun 16, 2011 9:34 AM
61	Client would like the opportunity to be visited by crisis workers. The information she gives workers is very personal, and talking over the phone is impersonal. You don't know who you are talking to when it is over the phone. She would have liked face to face visits which would be more supportive.	Jun 15, 2011 5:25 PM
62	more emergency accommodation and more advertising as she had no idea that the service was there	Jun 15, 2011 4:16 PM
63	By double checking information received from other services before passing it on to a client. Perhaps looking at other avenues for finding out information rather than relying on the court, such as, the police officer in charge of the matter.	Jun 15, 2011 4:06 PM

Page 2, Q13. Do you have any suggestions as to how any of the services provided by DVCS could be improved?

64	Would suggest workers actively listen to what is being said and dont just jump to their own conclusions.	Jun 15, 2011 3:45 PM
65	Client thinks DVCS has an uphill battle however is doing well as part of the system.	Jun 15, 2011 2:14 PM
66	None- really supportive	Jun 15, 2011 1:41 PM
67	give more information about what a persons right sare and not just tell them to call the police	Jun 15, 2011 1:03 PM
68	I told DVCS I needed safe accommodation and they said they would phone me with the booking and taxi. I waited all evening and still I didn't get a call.	Jun 14, 2011 6:59 PM
69	I don't have any more comments everything is good.	Jun 14, 2011 2:16 PM
70	No.	Jun 14, 2011 2:10 PM
71	Some different languages would be good. I would have liked to be able to speak wot comeon in Urdu - it's a pakistani language. I don't need an interpreter, I can speak english, but there are some things that I find difficult to say in English. It was hard to get the words. No one offered me an interpreter. It was assumed that I did not need one.	Jun 14, 2011 9:53 AM
72	more listening	Jun 11, 2011 2:08 PM
73	No but should be allowed more access to information re legal	Jun 8, 2011 3:49 PM
74	no i was happy	Jun 7, 2011 8:49 PM
75	No.	Jun 7, 2011 1:26 PM
76	no - everything seems to be working well	Jun 5, 2011 3:52 PM
77	No	Jun 5, 2011 3:47 PM
78	no	Jun 5, 2011 3:34 PM
79	no doing good job	Jun 5, 2011 3:27 PM
80	no all is going all right	Jun 5, 2011 3:12 PM
81	not really.	Jun 4, 2011 1:37 PM
82	No	Jun 1, 2011 8:01 PM
83	No, the service was very helpful	Jun 1, 2011 2:40 PM
84	Too many calls, and then there are other similar services who also called me. This was confusing.	May 31, 2011 4:58 PM

Page 2, Q14. During any contact with DVCS in the past 12 months, do you think the workers were aware and respectful of any special needs you may have? (eg. culture, disability, gender, sexual preference)

1	Workers were impartial, resectful and wonderful	Jul 13, 2011 6:21 PM
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Page 2, Q14. During any contact with DVCS in the past 12 months, do you think the workers were aware and respectful of any special needs you may have? (eg. culture, disability, gender, sexual preference)

2	Workers were very respectful.	Jul 10, 2011 6:11 PM
3	Anything I needed DVCS were able to provide.	Jul 10, 2011 5:59 PM
4	Very respectful in every area.	Jul 10, 2011 5:32 PM
5	No	Jul 10, 2011 5:07 PM
6	I didn't really have any special needs.	Jul 10, 2011 12:14 PM
7	They listened and understood the details.	Jul 10, 2011 12:04 PM
8	They listened and understood what I was going through.	Jul 4, 2011 11:36 AM
9	They understood DV and hwat I was going through.	Jul 4, 2011 10:14 AM
10	They were really good and talked to me nicely.	Jul 4, 2011 10:01 AM
11	No special needs. Workers were generally respectful.	Jul 4, 2011 9:45 AM
12	Lesley was very responsive to my experience.	Jul 4, 2011 9:01 AM
13	The workers were good and provided information about DV and Australian law.	Jul 4, 2011 8:37 AM
14	While at court after I got my final order, the respondent waited outside. The DVCS workerlet me stay in her office for a while and then leave with my solicitor. Also she offered to call me a cab and pay for it which made me feel really safe.	Jul 3, 2011 5:42 PM
15	At the beginning of my contact with DVCS thay asked me if I preferred to speak to a male or female - I didn't mind but it was good to know I had a choice.	Jul 3, 2011 12:29 PM
16	Really helpful	Jul 3, 2011 11:36 AM
17	No Comment	Jul 1, 2011 9:57 PM
18	Always polite and helpful - didn't feel rushed.	Jul 1, 2011 9:34 PM
19	Very respectul, courteous and understanding	Jul 1, 2011 8:55 PM
20	I wasn't really an issue. I felt that I was treated the same as everyone else. I was treated respectfully and as an individual.	Jul 1, 2011 8:30 PM
21	No	Jul 1, 2011 7:13 PM
22	N/A. We are the average white middle class family with no special needs. However Helen showed respect and was there for this family, she listened, gave advice when necessary, showed compassion towards son's circumstances and had an amazing insight.	Jun 28, 2011 11:28 AM
23	very loving and caring - ongoing contact owing to dispute with my neighbours. When I was at court for this different matter the lovely blond lady with short hair- Lesley came and said hello to me and was very kind always	Jun 27, 2011 6:03 PM
24	People were understanding with me around my disability. Sometimes I would	Jun 27, 2011 1:35 PM

Page 2, Q14. During any contact with DVCS in the past 12 months, do you think the workers were aware and respectful of any special needs you may have? (eg. culture, disability, gender, sexual preference)

	stop talking mid-sentence and forget what I was saying and it would all get jumbled but workers were always patient.	
25	having someone with you at court respecting you while you are going through a difficult situation	Jun 25, 2011 8:18 PM
26	client notes kept. It would have been nice to see a face, someone to come to her	Jun 24, 2011 6:50 PM
27	I got an interpreter	Jun 24, 2011 6:18 PM
28	not biased	Jun 24, 2011 1:55 PM
29	I don't feel this applies to me.	Jun 24, 2011 1:41 PM
30	very much so	Jun 23, 2011 9:02 PM
31	didn't really need that kind of support.	Jun 23, 2011 8:04 PM
32	They are very good.	Jun 17, 2011 2:58 PM
33	Nto at this moment.	Jun 16, 2011 7:34 PM
34	I didn't have special needs	Jun 16, 2011 5:15 PM
35	No special needs	Jun 16, 2011 5:07 PM
36	-I have emphysema and depression and while nothing was directly said, I felt that the worker's responses were always considerate. They think before they speak. I was even able to speak about my son who committed suicide in the past, I was provided support and referrals in dealing with this.	Jun 16, 2011 3:55 PM
37	Very supportive, didnt feel there was any judgement.	Jun 16, 2011 1:45 PM
38	Not applicable.	Jun 16, 2011 10:33 AM
39	didn't have any issues with this - workers are very sensitive.	Jun 16, 2011 9:34 AM
40	Client said this is not applicable to her as she has no special needs. The only other comment is that the client called DVCS after she had had previous contact with us, however her file was not found and she had to retell her whole story which she found very disrespectful.	Jun 15, 2011 5:25 PM
41	do do with her depression and anxiety very considerate and no different from anyone else	Jun 15, 2011 4:16 PM
42	Client indicated he was awaiting calls back which were never returned.	Jun 15, 2011 3:45 PM
43	Not relevant	Jun 15, 2011 2:14 PM
44	always respectful	Jun 15, 2011 1:41 PM
45	excellent, always very respectful	Jun 15, 2011 1:03 PM

Page 2, Q14. During any contact with DVCS in the past 12 months, do you think the workers were aware and respectful of any special needs you may have? (eg. culture, disability, gender, sexual preference)

46	DVCS workers were respectful in working with me. They didn't force me to make decisions and helped to calm me down. One worker wouldn't give the information to police and go to court with me and withdrew her support from me.	Jun 14, 2011 6:59 PM
47	They are very sensitive.	Jun 14, 2011 2:16 PM
48	The DVCS workers were always respectful.	Jun 14, 2011 2:10 PM
49	See above	Jun 14, 2011 9:53 AM
50	gender and sensitivity to speaking to female workers	Jun 7, 2011 8:49 PM
51	I don't have any special needs	Jun 5, 2011 3:47 PM
52	i didnt have any	Jun 5, 2011 3:12 PM
53	No applicable	Jun 4, 2011 1:37 PM
54	None specified, but generally respectful	Jun 1, 2011 2:40 PM
55	no	May 31, 2011 4:58 PM

Page 2, Q15. Would you have any hesitation in recommending DVCS to others?

1	They were awesome - made process easy and I felt supported. Otherwise I would have been alone	Jul 13, 2011 6:21 PM
2	I would do so.	Jul 10, 2011 6:29 PM
3	Really good service - people would benefit especially if you come from another country and are unaware of your rights and these services.	Jul 10, 2011 6:11 PM
4	I will recommend DVCS to any of my friends if they need support.	Jul 10, 2011 5:32 PM
5	Definitely would recommend DVCS to anyone living with DV.	Jul 4, 2011 10:14 AM
6	Workers were very caring	Jul 4, 2011 9:45 AM
7	Important to share knowledge.	Jul 4, 2011 9:23 AM
8	Everything good.	Jul 4, 2011 9:17 AM
9	I have recommended DVCS to others.	Jul 4, 2011 8:43 AM
10	I have mentioned DVCS to a couple of people. I think DVCS has a great network with the Police in terms of responding to a crisis.	Jul 4, 2011 7:04 AM
11	Because service is valuable and the support DVCS offers is important.	Jul 3, 2011 12:14 PM
12	I would be an active promoter of DVCS because whole court process is different and daunting - I would want to recommend to others who don't support. DVCS	Jul 3, 2011 11:55 AM

Page 2, Q15. Would you have any hesitation in recommending DVCS to others?

	is an important service.	
13	Very supportive, no hesitation .	Jul 3, 2011 10:12 AM
14	No Comment	Jul 1, 2011 9:57 PM
15	I would definitely suggest talking to DVCS.	Jul 1, 2011 7:13 PM
16	I would tell anyone having trouble to contact you	Jun 27, 2011 6:03 PM
17	no	Jun 25, 2011 8:18 PM
18	all was really good	Jun 24, 2011 6:50 PM
19	I have told a couple of my friends	Jun 24, 2011 6:18 PM
20	I'm sure that DVCS help people who want the help. I wouldn't talk it up either because it felt all the time people were just doing the job. It was best when they just came and were on the spot.	Jun 23, 2011 8:04 PM
21	Has been very helpful, being able to talk to people about her situation has been good.	Jun 21, 2011 4:46 PM
22	I would recommend DVCS to many people	Jun 18, 2011 9:48 PM
23	Definately.	Jun 17, 2011 2:58 PM
24	I would recommend it to anyone	Jun 16, 2011 5:15 PM
25	No	Jun 16, 2011 5:07 PM
26	There should be more services like DVCS	Jun 16, 2011 3:55 PM
27	Not at all. If my daughters have any issues in the future I would ask them to turn to DVCS in the first place, even before police.	Jun 16, 2011 1:45 PM
28	did so the other week - colleague from work.	Jun 16, 2011 9:34 AM
29	Only because last conversation was very unhelpful and this has made her not want to contact DVCS again. The initial contact was very good and supportive and 18months ago would have no hesitation to recommend DVCS to others.	Jun 15, 2011 5:25 PM
30	have to let them to hold on before any accommodaion becomes available	Jun 15, 2011 4:16 PM
31	Declined to elaborate.	Jun 15, 2011 3:45 PM
32	very nice people to help you	Jun 15, 2011 1:03 PM
33	Evaluation stopped at this point in time as client was at work.	Jun 14, 2011 2:16 PM
34	Think DVCS are wonderful & do a great job. Our advise is very helpful.	Jun 8, 2011 3:49 PM
35	I would recommend dvcs if someone needed help	Jun 7, 2011 8:49 PM
36	I have told a few people already about the service.	Jun 7, 2011 1:26 PM

Page 2, Q15. Would you have any hesitation in recommending DVCS to others?

37	its a great service	Jun 5, 2011 3:52 PM
38	really helpful	Jun 5, 2011 3:34 PM
39	i already have	Jun 5, 2011 3:27 PM
40	its a great service no hesitation	Jun 5, 2011 3:12 PM
41	very respectul	Jun 1, 2011 8:01 PM
42	no	May 31, 2011 4:58 PM

Page 2, Q16. For clients of 2 years or more:

Please consider how you think DVCS has or hasn't changed over time in relation to the way we deliver our support. Do you think our services are currently delivered in a way that is:

1	No comment. Helpful before and helpful now.	Jul 10, 2011 6:29 PM
2	Amount of support I needed has chnaged but support from DVCS has been consistent with these needs.	Jul 10, 2011 5:59 PM
3	DVCS service is very good and your phone calls made a lot of difference.	Jul 10, 2011 5:32 PM
4	Different situations - first issue was with partner and second was my son - hard to tell	Jul 4, 2011 11:18 AM
5	Can't make distinction or comparison.	Jul 4, 2011 10:14 AM
6	24 hour availability very helpful.	Jul 4, 2011 9:53 AM
7	The court support with workers actually in the court house is really helpful. They are alwasy there and I can contact them by mibile if needed which is really great.	Jul 4, 2011 9:01 AM
8	The situations were different so I can't compare but I found more follow-up and ongoing support - I was not so lost in the system the second time.	Jul 4, 2011 8:43 AM
9	Always been good.	Jul 4, 2011 8:37 AM
10	Infrequent contact so not able to comment.	Jul 4, 2011 8:13 AM
11	In the past did not have as much contact regards support outcomes - it feels like the service is continually improving.	Jul 3, 2011 12:14 PM
12	Cannot really answer as most contact in last 6 months.	Jul 1, 2011 6:49 PM
13	It is fantastic having a worker for the court. It is a scary experience the first time you go into apply for a DVO. Maybe because a worker wasn't always available.	Jul 1, 2011 6:20 PM
14	Less than two years contact	Jun 28, 2011 11:28 AM
15	called me more, had nore contact	Jun 24, 2011 1:55 PM

Page 2, Q16. For clients of 2 years or more:

Please consider how you think DVCS has or hasn't changed over time in relation to the way we deliver our support. Do you think our services are currently delivered in a way that is:

16	NA	Jun 24, 2011 1:41 PM
17	When DVCS came out immediately it was better. When they were in your face and got you talk at the time.	Jun 23, 2011 8:04 PM
18	She is more cooperative now and has put the foot down re her relationship.	Jun 21, 2011 4:46 PM
19	No.	Jun 16, 2011 7:34 PM
20	The service has gotten better. I feel that I have been learning and this is because of the people	Jun 16, 2011 3:55 PM
21	I have been with you guys on and off for over 10 years with 2 different relationships. You have always been very helpful and consistent.	Jun 16, 2011 1:45 PM
22	Didn't have a lot of contact last time I was in contact with DVCS.	Jun 16, 2011 9:34 AM
23	Client found that in her experience her last contact with DVCS was much more unhelpful than her initial contact. Client expected a call back from DVCS and never received one and felt very unsupported.	Jun 15, 2011 5:25 PM
24	The services are more effective. 5 years ago when I split from my kids father DVCS came out to do a crisis visit and then I never heard from them again. I feel like DVCS provide a more consistent service since then.	Jun 15, 2011 4:06 PM
25	Client indicated he made a complaint to the service in 2009 about not receiving a call back after reporting an incident, and said the same thing happened this year in February.	Jun 15, 2011 3:45 PM
26	has always been very good	Jun 15, 2011 1:41 PM
27	more follow up calls and explanations about options.	Jun 7, 2011 1:26 PM
28	more support available especially court support and regular phone calls	Jun 5, 2011 3:52 PM
29	court support is really useful	Jun 5, 2011 3:12 PM

Page 3, Q17. In the past 12 months, have you had any contact with ACT Police in relation to Domestic Violence?

1	Initially it was a horror experience. I had a situation where ACT police said he was coming to the house to collect belongings and would escort him. I contacted my legal representative who said he didn't need to be there. I thought the police were rude. I thought he shouldn't take his knives and not working as a chef, but police said he could take these. He had stolen my things and police said he could take the things. I complained about these police, but the police who initially attended were good. Police wouldn't tell me bail conditions saying I didn't have a right to know, even though I was the victim. My former partner pleaded not guilty and the court experience dragged out for 7 months. In all that time I never had contact with the police.	Jul 13, 2011 8:50 PM
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Page 3, Q17. In the past 12 months, have you had any contact with ACT Police in relation to Domestic Violence?

2	My experience was like a three ring circus - a complete debacle - total lack of communication between all parties including me which resulted in a comedy of errors.	Jul 10, 2011 6:48 PM
3	Frightening but helpful.	Jul 10, 2011 6:32 PM
4	Police very useful.	Jul 10, 2011 6:24 PM
5	Information from police directly not so helpful - really lack of information. Police were not in regular contact about charging - I found out information about charging from DVCS.	Jul 10, 2011 6:05 PM
6	It was awful at the beginning - very scary. But after that it was OK - they became supportive.	Jul 10, 2011 5:48 PM
7	It was OK - police were good to me.	Jul 10, 2011 5:37 PM
8	Scary - because of ex. I didn't know what he would do.	Jul 10, 2011 5:13 PM
9	I initially found police to be quite insensitive to my partner's special needs and the way they handled the matter only aggravated the situation. There was miscommunication and the police often wanted things or to talk to me at inconvenient times. DPP & court process took a long time and they seemed very inefficient with time management.	Jul 10, 2011 12:27 PM
10	Police were helpful and answered my questions, they followed up and gave me updates on court matters and other information.	Jul 4, 2011 11:28 AM
11	Very good, respectful - particularly the female officers who seem to have great understanding of DV	Jul 4, 2011 10:20 AM
12	Very helpful.	Jul 4, 2011 10:06 AM
13	I can't make any contact about that - I don't think about police just the incident.	Jul 4, 2011 9:56 AM
14	Really good - important that they offered DVCS. It is really important that people have an interest in something other than criminal charges.	Jul 4, 2011 9:39 AM
15	Police helpful - very good	Jul 4, 2011 9:17 AM
16	Really positive, police were in touch with me even though no criminal charges were laid. They made the offenders aware that just because they all agreed to undertakings they would have no hesitation in pursuing matters if things continued in the same manner.	Jul 4, 2011 9:04 AM
17	Good - police are there to help.	Jul 4, 2011 8:37 AM
18	Extremely helpful	Jul 4, 2011 8:22 AM
19	OK but annoying about breaches of DVO - hard to prove - have to provide evidence.	Jul 4, 2011 8:15 AM
20	Police were very prompt when responding to the call.	Jul 4, 2011 7:51 AM
21	The police rep who took the call kept me on the phone until the police arrived. They arrived promptly and were able to control the situation.	Jul 3, 2011 6:14 PM

Page 3, Q17. In the past 12 months, have you had any contact with ACT Police in relation to Domestic Violence?

22	DVCS visited me at the police station once. Police were not as understanding as DVCS. They tended to say "you should do this or that" and then just referred me to DVCS. They were not as supportive.	Jul 3, 2011 6:00 PM
23	Not very helpful. The respondent kept breaching the order and the police couldn't do anything about it without evidence, which was too hard to get. They didn't really give me any other options.	Jul 3, 2011 5:44 PM
24	Quite good. I was given a direct line and the information they provided was very forthcoming and informative. I also found them to be very proactive.	Jul 3, 2011 12:35 PM
25	Police were great.	Jul 3, 2011 12:15 PM
26	Daunting but positive because I rang DVCS straight away - They followed up with me to make sure I was aware of things, providing support i.e. statement DPP contact.	Jul 3, 2011 12:05 PM
27	All positive.	Jul 3, 2011 11:40 AM
28	Excellent personal service - clear position statement	Jul 3, 2011 10:20 AM
29	Shocking and overwhelming. Best if there was no involvement - I didn't want to go to the station after making a statement at home. I didn't want changes laid.	Jul 3, 2011 9:59 AM
30	Process was scary. But helpful to as it was what I wanted.	Jul 1, 2011 9:59 PM
31	At the time I thought calling the police was the only thing to do as I was scared and wanted him to get help. Police were nice and one was good at keeping me informed and explaining things.	Jul 1, 2011 9:51 PM
32	All right - they handled it pretty good.	Jul 1, 2011 8:59 PM
33	They made no attempt to contact me following the incident. I would have liked some follow-up from the police about their intentions.	Jul 1, 2011 8:48 PM
34	Services have been helpful.	Jul 1, 2011 7:18 PM
35	Fabulous. If anything over the last 9 years I have met a lot of Police - about half of them have been helpful, the other half hopeless.	Jul 1, 2011 6:33 PM
36	About two and a half years ago this family had contact with ACT Police. The police did not offer DVCS's services. This client thinks that if the police had offered our services back then, that their mentally ill son's circumstances would be completely different now. However 9 months ago when client had contact with City police they did offer our services. It was the Belconnen Police that did not offer our services and were not helpful at all. City Police were very helpful.	Jun 28, 2011 11:31 AM
37	They told me to get an order against my son and against his girlfriend but I only got one against her and finally it has all worked out for the best. The police were very helpful and told me to call the support workers at DVCS, and if she came on my property or near 100 metres of me I called them and they were very good because they knew my story when she ran up to them to tell on me	Jun 27, 2011 6:28 PM
38	Good and bad - they came and took my ex-partner to hospital which probably saved his life. but when they came i had to repeat my story four times and then they turned up to my ex-s they arrived with 4 police cars and it was really overkill	Jun 27, 2011 1:36 PM

Page 3, Q17. In the past 12 months, have you had any contact with ACT Police in relation to Domestic Violence?

39	good. short time with them. no problems.	Jun 25, 2011 8:30 PM
40	difficult. unless you were physically getting killed they wont come quickly	Jun 24, 2011 6:54 PM
41	Positive, and helpful	Jun 24, 2011 6:37 PM
42	Police made sure I was safe	Jun 24, 2011 6:20 PM
43	Alright. They attended without my consent	Jun 24, 2011 1:57 PM
44	Generally positive	Jun 24, 2011 1:44 PM
45	have been good. referred to DVCS and others stayed in contact. constable Davies was the best constable	Jun 23, 2011 9:06 PM
46	At first I was very afraid of the police but now I think of them as relatives. They offered support and guidance, very different to the police in my country (Pakistan)	Jun 18, 2011 10:05 PM
47	Very good. Dealt with it pretty seriously and pretty fast, faster this time than previously.	Jun 16, 2011 7:34 PM
48	Police were very distant - didn't provide information compared to what I got DVCS, but all in all polie were pretty good	Jun 16, 2011 5:20 PM
49	Great - the police were fantastic	Jun 16, 2011 5:08 PM
50	Very daunting. I felt a lot of pressure from the police and DVCS relieved this pressure	Jun 16, 2011 3:58 PM
51	I was known to police and because its been a recurring issue, they got sick of it. Without DVCS I wouldnt get much help. With DVCS support I went through court. Life is peaceful now for the first time. DVO has held up, it has been very good.	Jun 16, 2011 1:53 PM
52	Awesome I found the police really helpful.	Jun 16, 2011 10:34 AM
53	I found that Police were quite supportive	Jun 16, 2011 9:37 AM
54	neighbours and her brother. Police were great but limited ion what they could do.	Jun 15, 2011 4:19 PM
55	Sometimes it was good and sometimes it was horrific often depending on the individual officer. I think there is a lack of consistency in the police in how to deal with people and situations.	Jun 15, 2011 4:14 PM
56	Not DV as such, my ex-wife attempted to commit suicide in front of the children. I got the children out to the neighbours house, called police they intervned and took my wife away.	Jun 15, 2011 3:46 PM
57	Tthe police were fantastic from beginning to end.	Jun 15, 2011 2:14 PM
58	For a protection order. I found it embarrassing and very uncomfortable. I dont know how anyone could feel otherwise as I dont know the law	Jun 15, 2011 1:41 PM
59	I never called police and never would. My neighbours reported him and know he	Jun 15, 2011 1:07 PM

Page 3, Q17. In the past 12 months, have you had any contact with ACT Police in relation to Domestic Violence?

	continues to accuse me	
60	POlice took the statement	Jun 14, 2011 7:04 PM
61	Police were helpful. They assisted em to adjust my statement when i asked for the charges to be dropped.	Jun 14, 2011 2:16 PM
62	Polcie came to the house and gave me the DVCS card. They told me to call them if DVCS had not turned up within one hour. The police officer was helpful - he was doing his job. I felt under pressure. Not to make a statement, but to make comments. I found I was exaggerating. I was angry at the time.	Jun 14, 2011 10:02 AM
63	only contact with my lawyer	Jun 11, 2011 2:10 PM
64	Alright.	Jun 8, 2011 4:05 PM
65	It was pretty hard having to talk about things to the police	Jun 7, 2011 8:50 PM
66	It was good because the police referred me to DVCS and I received a call from them the same night.	Jun 7, 2011 1:26 PM
67	traumatic. didnt do much ie the person was not arrested when police were called.	Jun 5, 2011 3:52 PM
68	They were good	Jun 5, 2011 3:47 PM
69	pretty good	Jun 5, 2011 3:35 PM
70	no where as helpful as DVCS workers.	Jun 5, 2011 3:28 PM
71	it was crap. police officers were explaining things to him more than me. i did not feel acknowledged in the process	Jun 5, 2011 3:13 PM
72	I felt the police did not take me seriously because of either their inability or unwillingness to take action. Because my ex partner had not committed an offence.	Jun 4, 2011 1:41 PM
73	At the time overwhelming, but later a lot better as I found out more	Jun 1, 2011 8:05 PM
74	very resp[ectful police referred me directly to DVCS	Jun 1, 2011 2:42 PM
75	It was okay	May 31, 2011 5:06 PM

Page 3, Q18. Following your contact with the Police, were criminal charges for a Domestic Violence offence laid?

If you answer 'No' or 'Don't remember' please skip ahead to Question 27

1	On the night I said I didn't want him to be charged. Police said they had to charge. I said I didn't want to see him being taken away, and the police were good and ensured I didn't see this by keeping us separated on the night.	Jul 13, 2011 8:50 PM
2	It was good.	Jul 10, 2011 6:32 PM

Page 3, Q18. Following your contact with the Police, were criminal charges for a Domestic Violence offence laid?

If you answer 'No' or 'Don't remember' please skip ahead to Question 27

3	Scared - I did not know what was going to happen.	Jul 10, 2011 6:24 PM
4	Completely for it.	Jul 10, 2011 6:05 PM
5	When he breached the order I felt insecure about me and my children's safety. When he was charged I felt relieved.	Jul 10, 2011 5:48 PM
6	I am happy about the charges and that he went to rehab. He left rehab after a few weeks and he is on the street. I don't have contact with him at all.	Jul 10, 2011 5:37 PM
7	I don't like being a centre of attention - so it was difficult to go through court.	Jul 10, 2011 5:13 PM
8	The first time charges were laid I thought was unfair to my partner. The second time charges were laid I disagreed with one of the charges but it was completely out of my hands.	Jul 10, 2011 12:27 PM
9	At the start, I didn't want it to happen but now that it has all gone through it is good - he can learn from his mistakes. I can see that what he did was worrying and had consequences.	Jul 4, 2011 11:28 AM
10	Felt relieved, free.	Jul 4, 2011 10:20 AM
11	It was not a big issue so I was surprised he was charged as in India husband's are allowed to behave this way. Got positive support from Australian law.	Jul 4, 2011 10:06 AM
12	It's OK.	Jul 4, 2011 9:56 AM
13	I was in shock, it was a one-off incident and seemed surreal.	Jul 4, 2011 9:48 AM
14	I felt really guilty about it only because he plead guilty. I didn't have to give evidence.	Jul 4, 2011 9:39 AM
15	He was charged and he was the one that was fighting. When police took him away he accepted that he had done something wrong. It was good I agree that he broke the law and had to be charged.	Jul 4, 2011 8:37 AM
16	I felt them to be necessary at the time and under the circumstances.	Jul 4, 2011 8:22 AM
17	I was caught between thinking he did a very silly thing and feeling scared and threatened by what he did. I felt the charging process was out of my hands but I don't think I would have stopped the process if I could. I am sad that as a result he may have lost his job and I hope he gets directed to specific mental health services etc as a result.	Jul 4, 2011 7:51 AM
18	I am satisfied that they acted in my best interest. They certainly take a dim view of Domestic Violence and took measures to ensure my safety.	Jul 3, 2011 6:14 PM
19	I thought it was great from the very beginning.	Jul 3, 2011 12:35 PM
20	I was concerned that there wouldn't be enough evidence - that I wouldn't be believed. But I was reassured when police pressed charges and followed through. Felt like problem was more recognised.	Jul 3, 2011 12:05 PM
21	I was really pleased with outcome - I was taken more seriously than expected.	Jul 3, 2011 11:40 AM

Page 3, Q18. Following your contact with the Police, were criminal charges for a Domestic Violence offence laid?

If you answer 'No' or 'Don't remember' please skip ahead to Question 27

22	Mixed emotions about the end of the relationship, in my case it was frustrating as we had been separated for a long period and I continued to experience harassment from someone I formally loved. Relief and sadness has brought everything to the surface.	Jul 3, 2011 10:20 AM
23	I didn't want charges laid. He is not a bad person. Too much to deal with alone - I knew that if charges were laid it would be a long painful process.	Jul 3, 2011 9:59 AM
24	I was scared of what he would think but I wanted my daughter safe.	Jul 1, 2011 9:59 PM
25	I didn't want him charged at first, I was told I couldn't change my mind but I wanted him taken away. I was upset about the charges and didn't know how I would get my things when I found out he was on bail. I felt like I was the victim because I couldn't access my property.	Jul 1, 2011 9:51 PM
26	It was good that this happened as she deserved it.	Jul 1, 2011 8:59 PM
27	In the beginning I wanted charges but towards the end I didn't want them to continue. You probably hear that from 50% of the people you speak to. I was frustrated that I didn't get a say in it, although I understand why it has to be this way. You don't want these things to be swept under the rug.	Jul 1, 2011 8:48 PM
28	Very happy.	Jul 1, 2011 7:18 PM
29	I was glad he was arrested at the time.	Jul 1, 2011 7:02 PM
30	The first time disappointing. I gave up charging him. The second time very impressed - he got what he deserved.	Jul 1, 2011 6:33 PM
31	felt awful and guilty but glad that things came to a head as something had to happen as he was getting out of control	Jun 25, 2011 8:30 PM
32	Not charged yet	Jun 24, 2011 1:57 PM
33	At the time I thought the charges were justified.	Jun 24, 2011 1:44 PM
34	relieved.	Jun 23, 2011 9:06 PM
35	I felt proud. My husband deserved to be charged	Jun 18, 2011 10:05 PM
36	Relieved, justice was being done.	Jun 16, 2011 7:34 PM
37	Overwhelmed and I found it strange with the charges were laid by the police and not by me. Not a bad, but it was weird they laid charges when the matter was against me	Jun 16, 2011 5:20 PM
38	It was what I wanted	Jun 16, 2011 5:08 PM
39	Charges were not laid, at first I was very upset about this but now I am glad	Jun 16, 2011 3:58 PM
40	I went to court but apparently the charges were held up. I gave evidence via CCTV and my daughter was to give evidence as well. At the last minute her father pulled back, and he got off on the assault charge. The charge was dismissed because of a lack of evidence. His friends lied as witnesses.	Jun 16, 2011 1:53 PM

Page 3, Q18. Following your contact with the Police, were criminal charges for a Domestic Violence offence laid?

If you answer 'No' or 'Don't remember' please skip ahead to Question 27

41	I felt guilty because I didn't want the matter to go that far but I also knew it had to.	Jun 16, 2011 10:34 AM
42	Initially I was surprised that the police were going to press charges and I had mixed feelings about it.	Jun 15, 2011 4:14 PM
43	Wasnt reported as domestic violence. DVCS were notified because children were involved.	Jun 15, 2011 3:46 PM
44	Client felt quite relieved.	Jun 15, 2011 2:14 PM
45	I didnt have any control. It did not help me or my familly to be safe	Jun 15, 2011 1:07 PM
46	I have no feelings. They did what they are supposed to do	Jun 14, 2011 7:04 PM
47	I didn't want the charges. I objected to them because the incident was my fault.	Jun 14, 2011 2:16 PM
48	I didn't want the chagres to happen. It all happened in an unthoughtful manner. I wasn't thinking about it.	Jun 14, 2011 10:02 AM
49	Felt very guilty because it was hard situation - as defendant was her brother and mother is in the middle. Mother feels she has ripped family apart. But glad she no longer has to deal with the violence.	Jun 8, 2011 4:05 PM
50	I decided not to go ahead	Jun 7, 2011 8:50 PM
51	I felt glad that it was over ie that the relationship would come to an end	Jun 1, 2011 8:05 PM
52	I was quite upset	May 31, 2011 5:06 PM

Page 3, Q19. Regardless of whether these charges went ahead and were prosecuted, did you at any time ask for them to be withdrawn?

1	Because I know my son needed professional help - which he still hasn't had to my knowledge. I guess as a mum I intuitively understood his fear and feelong of helplessness. He desperately needed help but being a male (ego and all that) he fought it. What he did need and didn't get was to be physically taken somewhere to be assessed and receive medical and other relevant mental health assessments. Whereas, now I have no idea where he is, how safe - zero information.	Jul 10, 2011 6:48 PM
2	He got what he deserved.	Jul 10, 2011 6:32 PM
3	He got what he deserved - i.e. conditions put upon him.	Jul 10, 2011 5:13 PM
4	The first time I thought the charges were unfair and the second time I worried that it would only serve for my partner to want revenge against me if he ended up in jail.	Jul 10, 2011 12:27 PM
5	I didn't know I couldn't withdraw charges. He is the father of my children - I felt	Jul 4, 2011 10:20 AM

Page 3, Q19. Regardless of whether these charges went ahead and were prosecuted, did you at any time ask for them to be withdrawn?

	guilty.	
6	I wanted to live with him.	Jul 4, 2011 10:06 AM
7	I felt guilty and he didn't understand he had to be responsible. I though I was responsible for a long time.	Jul 4, 2011 9:39 AM
8	Let the legal system go though.	Jul 4, 2011 8:37 AM
9	I got the impression that they couldn't be.	Jul 4, 2011 7:51 AM
10	I know that it wasn't civil matter and it wasn't about me. Gave me confidence not to drop. I had a reason to face the preeure from his family.	Jul 3, 2011 12:05 PM
11	I did not want to impacat his job - fair decision, he will get the support he needs and understand he made the choice himself.	Jul 3, 2011 10:20 AM
12	No point - I was told about pro-arrest.	Jul 3, 2011 9:59 AM
13	I wanted my daughter safe.	Jul 1, 2011 9:59 PM
14	As the process went on and my husband was in hospital - I couldn't talk to him and I couldn't get information about what would happen if he didn't turn up at the court. Eventually DPP told me to talk to his hospital psychiatrist who confirmed he was in hospital. I wrote a letter to the magistrate as it was clear my husband was sick and hospital was the right place for him.	Jul 1, 2011 9:51 PM
15	I didn't ask for the charges to be withdrawn because I did some research on the ACT police website and saw that it was not my choice to withdraw the charges. There was no point asking because it was not my decision.	Jul 1, 2011 8:48 PM
16	Took DVO off - not frightened. I wanted charges laid.	Jul 1, 2011 7:18 PM
17	The court matter caused a lot of complications for my family lifes.	Jun 24, 2011 1:44 PM
18	believe that every action has a consequence. unacceptale behaviour needs to be punished no matter who it is.	Jun 23, 2011 9:06 PM
19	Because her youngest duaghter was involved this time & enough's enough	Jun 21, 2011 4:51 PM
20	Due to pressure from friends and relatives and not understanding that it was out of my control	Jun 18, 2011 10:05 PM
21	It has to be dealt with, cant hit someone with a baby in their arms.	Jun 16, 2011 7:34 PM
22	Because of his immigration status, and I put in a statement that I wasn't feeling threatened.	Jun 16, 2011 5:20 PM
23	No	Jun 16, 2011 5:08 PM
24	I thought that the charges didn't reflect the lack of severity of what happened.	Jun 15, 2011 4:14 PM
25	initially. I never wanted them to go ahead in the firstplace. Inittially polivce were called by iour neighbours as there is no way any of the family would have reporterd what was happening. Then after he was charged he was the one who	Jun 15, 2011 1:07 PM

Page 3, Q19. Regardless of whether these charges went ahead and were prosecuted, did you at any time ask for them to be withdrawn?

	wanted to pursue the court case so he could prove to everyone that he was innocent. He took it on as a challenge and not something that was beneficial to the family. He made us pay for it- more anger and more control and blaming us	
26	Yes - i asked the police for them to be dropped. They said that I could not withdraw the charges.	Jun 14, 2011 2:16 PM
27	I asked for them to be dropped because the assault was out of character for my husband. It was a one off. There was no history of violence - no need for charges. I asked the police to drop them but they told me that matter was already with the DPP.	Jun 14, 2011 10:02 AM
28	Because on the night I didn't have a choice - they were going to charge him no matter what.	May 31, 2011 5:06 PM

Page 3, Q20. If the prosecution of those charges did go ahead, did you use the services and support of DVCS for any part of the proceedings?

1	Didn't actually know about the services - my family came to court with me. However, when I eventually contacted them, DVCS were prompt in relaying information and this was invaluable to me.	Jul 10, 2011 6:48 PM
2	To find out court outcome.	Jul 10, 2011 6:32 PM
3	Case tracking very useful.	Jul 10, 2011 6:24 PM
4	Good	Jul 10, 2011 6:05 PM
5	It was very useful.	Jul 10, 2011 5:48 PM
6	I found it very good.	Jul 10, 2011 12:27 PM
7	Really good - for the support and to have someone to talk to.	Jul 4, 2011 11:28 AM
8	Really helpful	Jul 4, 2011 10:20 AM
9	Case tracking - he plead guilty and GBB	Jul 4, 2011 10:06 AM
10	Yes, telephone support as good.	Jul 4, 2011 9:39 AM
11	Very good	Jul 4, 2011 8:37 AM
12	I found DVCS services extremely helpful - the phone calls about court appearance and support at court made me really feel part of the process.	Jul 4, 2011 7:51 AM
13	Not necessary as the interim was accepted and made into a final order without court appearance required.	Jul 3, 2011 6:14 PM
14	I found regular court updates really useful and court support fantastic.	Jul 3, 2011 12:35 PM
15	I had CAP support but didn't have to give evidence in the end.	Jul 3, 2011 12:05 PM

Page 3, Q20. If the prosecution of those charges did go ahead, did you use the services and support of DVCS for any part of the proceedings?

16	Didn't need to.	Jul 3, 2011 10:20 AM
17	Used for information gathering.	Jul 3, 2011 9:59 AM
18	Good to get info.	Jul 1, 2011 9:59 PM
19	I went and got a solicitor to represent him - I didn't need the services of DVCS as I was liaising with the DPP. The case was eventually dismissed on medical grounds. I was hard for me to get this assistance and lack of information made it harder.	Jul 1, 2011 9:51 PM
20	Case Tracking.	Jul 1, 2011 8:59 PM
21	I found the updates useful, they were usually timely and they contained just the information I needed.	Jul 1, 2011 8:48 PM
22	The DVCS CAP workers were double-booked on the day - it was fine though.	Jul 1, 2011 7:18 PM
23	Really good - they gave me choices and were clear.	Jul 1, 2011 7:02 PM
24	I used them as I needed closure. Helen was incredibly helpful in my time of need.	Jul 1, 2011 6:33 PM
25	ct was very helpful. he plead guilty	Jun 25, 2011 8:30 PM
26	fine. lesley CAP worker was lovely and empathitic and aware of safety at all times. she was very supportive	Jun 23, 2011 9:06 PM
27	I was not required to attend court in relation to the matter but DVCS case tracked	Jun 18, 2011 10:05 PM
28	Good.	Jun 16, 2011 7:34 PM
29	Yes, I got a lot of phone calls	Jun 16, 2011 5:20 PM
30	Phone calls	Jun 16, 2011 5:08 PM
31	When I was in court, I knew the workers. I went downstairs because I didnt want to be in open area. I sat in the office at the back. I met with DPP then they walked me to CCTV room to give evidence and so I did not have DVCS workers supporting me through that.	Jun 16, 2011 1:53 PM
32	CT for the criminal charges and court support for the DVO application and RC.	Jun 16, 2011 10:34 AM
33	Good.	Jun 15, 2011 4:14 PM
34	Very good, had ongoing phone contact for case tracking.	Jun 15, 2011 2:14 PM
35	good. This service is the only way I was ever updated as to what was happening. No-one from the courts contacted me. It could be because I changed my number but they still had my sons contact detail snad never called. Luckily I rang your service and provided my knew number as you had been sending the outcome to my old number. I got a call in June but the outcome was available from 25th May and sent elsewhere.	Jun 15, 2011 1:07 PM
36	Court updates were always useful and timely. I usually got an update on the	Jun 14, 2011 2:16 PM

Page 3, Q20. If the prosecution of those charges did go ahead, did you use the services and support of DVCS for any part of the proceedings?

	same day as the court appearance.	
37	Yes - I got court updates from DVCS. These were very helpful and prompt.	Jun 14, 2011 10:02 AM
38	Very helpful in regards to getting information.	Jun 8, 2011 4:05 PM
39	Would like to have been updated as soon as possible - immediately	May 31, 2011 5:06 PM

Page 3, Q21. 5. If the prosecution of those charges did go ahead, did you have any contact with the Witness Assistant from the Office of the Director of Public Prosecutions (DPP?)

1	I felt let down as I did not hear from DPP.	Jul 10, 2011 6:24 PM
2	Not as helpful as DVCS.	Jul 10, 2011 6:05 PM
3	I found it frustrating because they are had to get in contact with and information is not very helpful.	Jul 10, 2011 12:27 PM
4	DPP was really helpful and all DVCS workers were encouraging.	Jul 4, 2011 9:39 AM
5	Positive	Jul 3, 2011 11:40 AM
6	One time I spoke to DPP after DVCS informed her that she could call - I didn't know this was an option.	Jul 3, 2011 9:59 AM
7	It was good.	Jul 1, 2011 9:59 PM
8	I wasn't aware of it.	Jul 1, 2011 7:18 PM
9	Not listening to what I was saying - was rude and didn't care what happened after hearing (male)	Jul 1, 2011 7:02 PM
10	Very insightful, it was helpful to have her explain that the charges were out of my hands.	Jul 1, 2011 6:33 PM
11	he Trent was amazing and did a wonderful job. he worked really hard to support me and was fair. brilliant guy.	Jun 23, 2011 9:06 PM
12	It was really good, especially as she & daughter got cctv	Jun 21, 2011 4:51 PM
13	I found the WA very helpful. They provided some referrals that DVCS had already given but also some reading on court matters	Jun 18, 2011 10:05 PM
14	Good.	Jun 16, 2011 7:34 PM
15	It was good - he was helpful	Jun 16, 2011 5:20 PM
16	They were good	Jun 16, 2011 5:08 PM
17	I met with them a few times to read over statements. It was helpful. I was very disappointed he got off on the charges. I walked out very disappointed having	Jun 16, 2011 1:53 PM

Page 3, Q21. 5. If the prosecution of those charges did go ahead, did you have any contact with the Witness Assistant from the Office of the Director of Public Prosecutions (DPP?)

	gone through everything. The only thing I was pleased about was that my 12 year old daughter didn't have to give evidence. Dont think Ill be pressing charges again because I felt nothing came out of it.	
18	I have not heard of them. I mainly had contact with DVCS, the police and the VLO.	Jun 16, 2011 10:34 AM
19	I didn't know they existed.	Jun 15, 2011 4:14 PM
20	The client found the experience with the WA disjointed. The client thought that once they were finally able to contact the WA it was helpful, however most contact was through DVCS. There was some contact with VSS early on however this contact stopped and the client is unsure why. The client found DVCS contact to be the most consistent.	Jun 15, 2011 2:14 PM
21	I was not aware I could talk to them directly	Jun 15, 2011 1:07 PM
22	The Witness Assistants rang me not long after he was arrested. I declined further contact with them.	Jun 14, 2011 2:16 PM
23	I talked to the witness assistant about wanting the charges dropped. The witness assistant told me to write it all down and give it to them. He told me to write down the consequences of the court outcome on me. I did this with the help of the lawyer. I feel like the judge really took this into consideration.	Jun 14, 2011 10:02 AM
24	Fine.	Jun 8, 2011 4:05 PM

Page 3, Q22. If the prosecution of those charges did go ahead, did you have any contact with the prosecutor? (Note: Ensure client is clear who the prosecutor was/is)

1	I got a summons and I had one day to appear at court. I hadn't heard from anyone, so I phoned the DPP and asked whether I would see a copy of my statement. I had to seek information from others and I arranged to meet with the prosecutor an hour beforehand. I felt scared and intimidated as I hadn't heard from anyone yet I was expected to turn up and not know what to do. If I didn't have the support of my brother I wouldn't have turned up. I felt I didn't have the support of anyone.	Jul 13, 2011 8:50 PM
2	Once briefly - if this was the person at the court house. They were difficult to track down and basically too busy.	Jul 10, 2011 6:48 PM
3	Different prosecutor called each time - very confusing.	Jul 10, 2011 6:05 PM
4	It was my first time to be a witness and she prepared me - it was very important and useful - it was enough contact.	Jul 10, 2011 5:48 PM
5	He was very young, he did his job.	Jul 10, 2011 5:37 PM
6	When I could get in contact with the prosecutor, I was provided with very little information but it was still helpful.	Jul 10, 2011 12:27 PM

**Page 3, Q22. If the prosecution of those charges did go ahead, did you have any contact with the prosecutor?
(Note: Ensure client is clear who the prosecutor was/is)**

7	Great, especially the guy called Mick or Nick.	Jul 4, 2011 10:20 AM
8	Really hepful - spent half hour with me and supported me.	Jul 4, 2011 10:06 AM
9	Not really.	Jul 4, 2011 9:39 AM
10	The prosector assisted me with recalling the evenets and was very well prepared.	Jul 4, 2011 7:51 AM
11	I was really good because they were determined to prosecute him. They kept hitting him with charges so he plead guilty and plea negotiated.	Jul 3, 2011 12:35 PM
12	Itr was hard to get a hold of her but once I did it was helpful.	Jul 3, 2011 12:05 PM
13	Changing bail conditions - were helpful as it was a specific task.	Jul 3, 2011 9:59 AM
14	The DPP didn't want to talk to me at first as I was the victim, so I went and got a private solicitor. Contact with the DPP helpful after that as I could get the necessary medical information for the court.	Jul 1, 2011 9:51 PM
15	Helpful to them in prosecuting. I was happy with how it went.	Jul 1, 2011 7:18 PM
16	Sorted some things out. Changed bail conditions so worked better for us in terms of safety.	Jul 1, 2011 7:02 PM
17	never heard anything about the case only heard through ex's brother and found that there was no information given from the court and found this a big lack	Jun 25, 2011 8:30 PM
18	very helpful	Jun 23, 2011 9:06 PM
19	Kept me up to date.	Jun 16, 2011 7:34 PM
20	no	Jun 16, 2011 5:20 PM
21	The prosecutor was fantastic, really good	Jun 16, 2011 5:08 PM
22	Yes and no. She was very helpful but I felt let down in the end because he got off on the charges.. I know it wasnt up to her though.	Jun 16, 2011 1:53 PM
23	Proofing and a letter with how I go about claim expenses etc.	Jun 16, 2011 10:34 AM
24	At times, however it was always instigated by me.	Jun 15, 2011 4:14 PM
25	The first prosecutor was helpful and passed on information and explained things however the matter was passed over to another prosecutor who had to pass it on to yet another prosecutor when they fell ill. The client was did not find the last two prosecutors to be helpful and they did not pass information.	Jun 15, 2011 2:14 PM
26	I cant recall having been contacted. Maybe once but I didnt know what was siad or done or even who was who	Jun 15, 2011 1:07 PM
27	I took the initiative to know who the DPP was and wanted to talk to him. No one got in touch with me and I feel betrayed by DVCS	Jun 14, 2011 7:04 PM
28	The prosecutor referred me back to police to make a change to my statement.	Jun 14, 2011 2:16 PM

**Page 3, Q22. If the prosecution of those charges did go ahead, did you have any contact with the prosecutor?
(Note: Ensure client is clear who the prosecutor was/is)**

29	On the day, It was helpful - he was telling me what was happening on the day of court	Jun 1, 2011 8:05 PM
30	If not been through this before it was hard going to court and I was unaware of the procedures. I didn't know how things worked and I would have liked to know this. They asked if I was happy for him to come into the court on the night and i didn't know what was going to happen when I said yes	May 31, 2011 5:06 PM

Page 3, Q23. Thinking about the fact of the person who assaulted you being charged and prosecuted, do you feel the whole process was beneficial to you?

1	This is a mixed response. It was beneficial as it gave me the courage to say I don't deserve. However, it wasn't beneficial in terms of how the court process happened ie he came up with a defence and got away with all charges including violence to me and damage to property even through there was clear evidence and photos of what he had done. I don't understand how this happened as there was so much evidence. I felt a big let down from the system as he got off regardless of the proof.	Jul 13, 2011 8:50 PM
2	As a mother I needed reassurance of my son's well being - it was not forthcoming.	Jul 10, 2011 6:48 PM
3	It was useful.	Jul 10, 2011 6:32 PM
4	Long process but beneficial.	Jul 10, 2011 6:05 PM
5	I hoped for more - he was found guilty but with no conviction and he is laughing at me. I don't think he will change his behaviour - I have kept my DVO.	Jul 10, 2011 5:48 PM
6	I had a chance to tell my side of the story.	Jul 10, 2011 5:37 PM
7	I can live safely.	Jul 10, 2011 5:13 PM
8	It was beneficial in some ways but the whole process is long - it is not consultative and not supportive (especially of the accused). Not very flexible.	Jul 10, 2011 12:27 PM
9	Now he knows there are consequences to his actions.	Jul 4, 2011 11:28 AM
10	He understood that under Australian law he could not use DV on me.	Jul 4, 2011 10:06 AM
11	Probably on a basic safety level.	Jul 4, 2011 9:39 AM
12	I think it benefited me and the defendant.	Jul 4, 2011 7:51 AM
13	Conditions implemented have been adhered to so far.	Jul 3, 2011 6:14 PM
14	Stress and support helped - It was beneficial and reassuring.	Jul 3, 2011 12:05 PM
15	Despite obvious emotional strain, the help and support has strengthened me.	Jul 3, 2011 10:20 AM
16	In a way, but I could have done with less pain, stress and worry.	Jul 3, 2011 9:59 AM

Page 3, Q23. Thinking about the fact of the person who assaulted you being charged and prosecuted, do you feel the whole process was beneficial to you?

17	The stress involved in handling everything because of my husband's illness was very great and no one should have to go through this.	Jul 1, 2011 9:51 PM
18	Nothing really changed.	Jul 1, 2011 8:59 PM
19	The final outcome was not beneficial. The fact that the court process was so drawn out was detrimental to me and my partner. The 15mth GBO he got hasn't helped him or contributed to any changes in his behaviour. The changes happened earlier, when he was arrested in the first instance. It was a scare tactic and was enough to prevent reoccurrences of violence.	Jul 1, 2011 8:48 PM
20	I am a lot smarter.	Jul 1, 2011 7:18 PM
21	Positive change to relationship now.	Jul 1, 2011 7:02 PM
22	Closure.	Jul 1, 2011 6:33 PM
23	yes it had him removed from the home	Jun 25, 2011 8:30 PM
24	long and drawn out. end result was good and feel safer	Jun 23, 2011 9:06 PM
25	Helped alot to talk to people, be updatedf & made things easier.	Jun 21, 2011 4:51 PM
26	He made a mistake and deserved the consequences. I felt that justice was done	Jun 18, 2011 10:05 PM
27	It showed me that I don't have to put up with the abuse, there is hope for the future. It helped get it through the man's head that enough is enough. It has meant a better future for the children.	Jun 16, 2011 7:34 PM
28	It was beneficial to me, not to him	Jun 16, 2011 5:20 PM
29	No	Jun 16, 2011 5:08 PM
30	I now feel it benefited even though he got off the charges. I believe it made him think about what he is doing and he has backed off considerably. It has helped me.	Jun 16, 2011 1:53 PM
31	I think that the process made him aware that there are legal consequences for breaching the order and he hasn't contacted me since.	Jun 16, 2011 10:34 AM
32	The prosecution caused more drama in my relationship and more drama with third parties getting involved than it was worth.	Jun 15, 2011 4:14 PM
33	The system was not beneficial because of the length of time it took from the incident to the Trial which was hell for the client. The lenient sentencing also means that the defendant is living his life in the ACT whereas the client has had to move interstate.	Jun 15, 2011 2:14 PM
34	He has since become worse and blames us for the court case. He continues to cause a lot of conflict and he is now definitely worse not better	Jun 15, 2011 1:07 PM
35	The system is corrupt and I would never go through it again	Jun 14, 2011 7:04 PM
36	There were no benefits. The negative consequence was that the whole thing dragged on for so long.	Jun 14, 2011 2:16 PM

Page 3, Q23. Thinking about the fact of the person who assaulted you being charged and prosecuted, do you feel the whole process was beneficial to you?

37	There have been no fights with my husabnd since the court finished. It is not a good thing to remember though.	Jun 14, 2011 10:02 AM
38	Maybe now he may have some kind of relationship with parents. As they were very estranged before. And now she does not have to put up with his violence anymore. It is also making him take more responsibility which makes her feel gratified.	Jun 8, 2011 4:05 PM
39	Not rerally	Jun 1, 2011 8:05 PM
40	He got charged and the next day I wasn't aware of what was happening. Then there were bail conditions and one of them was unrealistic (hard for me to deal with) coz we run a business together and then I couldn't run my business with him for three weeks and this impacted the business.	May 31, 2011 5:06 PM

Page 3, Q24. Were you given the opportunity to make yur thoughts or views known to the prosecutor and/or witness assistant?

1	After the court case I received a phone call from police that night saying he was found not guilty. This was because my brother called police and said make sure you call my sister. Police said they would call in a week, but never did. Also, I had to phone the prosecutor to find out what happened. If want witnesses to testify they need to have more support from police and prosecutor else they won't turn up to give their testimony.	Jul 13, 2011 8:50 PM
2	I don't believe they took my fullk concerns on board. I felt it was a waste of time.	Jul 10, 2011 6:05 PM
3	Very important, he listened to me. I told my side of the story which was very valued to me.	Jul 10, 2011 5:37 PM
4	They were great.	Jul 10, 2011 5:13 PM
5	When I was able to get through to them, however I found it easier to just talk to DVCS.	Jul 10, 2011 12:27 PM
6	DPP was very helpful They made mee feel as though my story was improtant. Helped me to persevere with the whole process.	Jul 4, 2011 10:20 AM
7	Absolutely the support kept me going.	Jul 4, 2011 9:39 AM
8	I was told to go to court and told to come back on a different date. It was not made clear to me when and why to come back.	Jul 4, 2011 8:37 AM
9	The prosecutor and I were on the same page.	Jul 3, 2011 12:35 PM
10	I was able to rpress views on evidence - give more evidence.	Jul 3, 2011 12:05 PM
11	Prosecutor really helpful.	Jul 3, 2011 11:40 AM
12	Might be different if he pleaded not guilty - exactly the outcome expecteddid eventuate.	Jul 3, 2011 10:20 AM

Page 3, Q24. Were you given the opportunity to make your thoughts or views known to the prosecutor and/or witness assistant?

13	When she called she asked about situation and changing bail conditions. She wanted to go ahead with the charges and they were charged with prosecutor's permission.	Jul 3, 2011 9:59 AM
14	I kept saying my husband was sick but they wouldn't listen. I haven't had a chance to tell them how I felt since the court matter was dismissed.	Jul 1, 2011 9:51 PM
15	I chose not to as it wouldn't have made a difference. I will do my own ritual to let go of the past.	Jul 1, 2011 6:33 PM
16	no contact with them	Jun 25, 2011 8:30 PM
17	he rang me to keep me posted. he was available he was great during the hearing.	Jun 23, 2011 9:06 PM
18	re VIS	Jun 21, 2011 4:51 PM
19	no	Jun 16, 2011 5:20 PM
20	No	Jun 16, 2011 5:08 PM
21	I was obviously disappointed and was able to tell them that. It was a matter of his word against mine.	Jun 16, 2011 1:53 PM
22	Yes I had a meeting with the prosecutor who saw the text messages.	Jun 16, 2011 10:34 AM
23	I made sure they listened to what I had to say even though they never asked me.	Jun 15, 2011 4:14 PM
24	I was very disappointed with all court staff- all they cared about was having me give evidence and I felt like I was a number and then disregarded. I am very disappointed by the good behaviour outcome. After all the distress this caused my family, my daughter couldn't study properly for her HSC and he does not get a fair punishment.	Jun 15, 2011 1:07 PM
25	No one contacted me and I felt betrayed from this	Jun 14, 2011 7:04 PM
26	See Q21 and Q22	Jun 14, 2011 2:16 PM
27	See Q21	Jun 14, 2011 10:02 AM
28	Due to one brief contact. She would've wanted to though as she desired to advise them of what she thought her brother needed e.g. drug & alcohol counselling & rehab.	Jun 8, 2011 4:05 PM
29	I would have liked to have had this opportunity	Jun 1, 2011 8:05 PM
30	I was told what was going to happen and because I wasn't aware of how things worked I wasn't sure if giving a statement was the right thing to do	May 31, 2011 5:06 PM

Page 3, Q25. Do you think your thoughts/views were taken into account by the prosecutor and/or witness assistant?

1	There was things the defence said that the prosecutor could have counter	Jul 13, 2011 8:50 PM
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Page 3, Q25. Do you think your thoughts/views were taken into account by the prosecutor and/or witness assistant?

	argued, but he didn't do this. I had been told I couldn't mention anything in the past as it was only about that night. But the defence opened up with the relationship having been in trouble for a long. I didn't say the relationship had been violent for a long time as I thought I could only answer for the present. The prosecutor should have picked up on this and asked me more questions so I could have told the magistrate about the violence int he past.	
2	I felt like it was a waste of time - I did not feel they took my concerns on board.	Jul 10, 2011 6:05 PM
3	They were respectful.	Jul 10, 2011 5:13 PM
4	A little bit.	Jul 10, 2011 12:27 PM
5	Definitely	Jul 4, 2011 10:20 AM
6	Difficult to answer.	Jul 4, 2011 9:56 AM
7	When in court they read my statement and were aware of my views but did not ask me directly.	Jul 4, 2011 9:48 AM
8	I was not given a chance to speak at court. I went and listened.	Jul 4, 2011 8:37 AM
9	To a degree.	Jul 4, 2011 7:51 AM
10	My fears were taken seriously.	Jul 3, 2011 6:14 PM
11	But it wasn't needed in the end.	Jul 3, 2011 12:05 PM
12	By Prosecutor.	Jul 3, 2011 11:40 AM
13	I can only guess by the police report that my views were possibly passed on in combination with it being a first offence.	Jul 3, 2011 10:20 AM
14	Only had one conversation.	Jul 3, 2011 9:59 AM
15	Not until I got a private solicitor did things change. No one would see the incident was out of character and something was severely wrong with him.	Jul 1, 2011 9:51 PM
16	no contact	Jun 25, 2011 8:30 PM
17	100% by the prosecutor	Jun 23, 2011 9:06 PM
18	he was really good	Jun 16, 2011 5:20 PM
19	No	Jun 16, 2011 5:08 PM
20	The girls were very supportive and believed it and were disappointed as I was.	Jun 16, 2011 1:53 PM
21	Definately	Jun 16, 2011 10:34 AM
22	I think that the prosecution should be more empathetic to the victim. Law enforcement officers even tried to tell the prosecution what would be best and they didn't listen and in the end the matter was long and drawn out and they didn't end up with the outcome they wanted. If they had listened to me in the first place and the police officers it would have been less time consuming because	Jun 15, 2011 4:14 PM

Page 3, Q25. Do you think your thoughts/views were taken into account by the prosecutor and/or witness assistant?

	they ended up dismissing some charges anyway.	
23	Found the WA to be very helpful and communicative on the day.	Jun 15, 2011 2:14 PM
24	I dont feel as though my views were considered and I didnt know I could call and talk to the WA personally. I am very disappointed with the outcome after all this time- he has no punishment only the family pays	Jun 15, 2011 1:07 PM
25	No one contacted me	Jun 14, 2011 7:04 PM
26	The charges ended up getting dropped so they much have taken into account what I was saying.	Jun 14, 2011 2:16 PM
27	See Q21	Jun 14, 2011 10:02 AM
28	As didn't get a chance to speak with them about thoughts/views.	Jun 8, 2011 4:05 PM
29	At the time the prosecutor already had his mind up on what was happening and whatever I told him he dismissed	Jun 1, 2011 8:05 PM
30	I didn't have anything to do with the prosecutor	May 31, 2011 5:06 PM

Page 3, Q26. Since the charges have been brought to court and finalised, have you been assaulted again by the same person?

1	No assault, but continued intimidation and manipulation from him.	Jul 13, 2011 8:50 PM
2	No contact whatsoever.	Jul 10, 2011 6:48 PM
3	Don't see him.	Jul 10, 2011 6:32 PM
4	He is still remanded in custody.	Jul 10, 2011 6:05 PM
5	Thank God!!	Jul 10, 2011 5:13 PM
6	He is in prison.	Jul 4, 2011 10:20 AM
7	He was very ashamed of himself	Jul 4, 2011 10:06 AM
8	No way - I have learnt about these situations now.	Jul 4, 2011 9:39 AM
9	Has not made contact as required..	Jul 3, 2011 6:14 PM
10	One of the things he used to do was call me in moddle of the night to harass me.	Jul 3, 2011 10:20 AM
11	Now he has seen the docter and had counselling, things have changed.	Jul 1, 2011 9:51 PM
12	She stayed away.	Jul 1, 2011 8:59 PM
13	separated as a result	Jun 25, 2011 8:30 PM
14	Seperated	Jun 21, 2011 4:51 PM

Page 3, Q26. Since the charges have been brought to court and finalised, have you been assaulted again by the same person?

15	I have been verbally and psychologically harrassed	Jun 18, 2011 10:05 PM
16	No	Jun 16, 2011 5:08 PM
17	Not at all.	Jun 16, 2011 1:53 PM
18	Nothing has changed except that he is getting worse. As I did not initiate proceedings I was at least hopeful that he woould be rquired to undertake some sort of anger mangement course but he got off with good behaviour-that is an insult	Jun 15, 2011 1:07 PM
19	No comment	Jun 14, 2011 2:16 PM

Page 3, Q27. If you were to be hurt or assaulted again in the future, would you be prepared to:

1	It would depend on the situation. I wouldn't do it for me, but if it was a serious assault I would call the police.	Jul 13, 2011 8:50 PM
2	Thank you.	Jul 10, 2011 6:32 PM
3	I am not as willing to go through the court process again but I would if I had to.	Jul 10, 2011 12:27 PM
4	Very comfortable to call DVCS and Police if anything ever happened again.	Jul 10, 2011 12:06 PM
5	I hope that I don't have to go through this again.	Jul 4, 2011 11:19 AM
6	I am very thankful ti DVCS for helping me during the last 2 years.	Jul 4, 2011 10:20 AM
7	I felt I had no strength in the circumstances and I felt stronger after the support. I am very happy with the Australian law.	Jul 4, 2011 10:06 AM
8	It is really important that people know help is available. If poliice are the first port of call they should be obligated to pass on the knowledge of support services. It is important that knowledge is shared and and people know that DVCS are there to help.	Jul 4, 2011 9:39 AM
9	The service was really effective and all the workers were very helpful. Please pass on my thanks to everyone.	Jul 4, 2011 9:04 AM
10	Police were there to help. If he breaks the law he will be charged this is right. Yes I was happy with the service.	Jul 4, 2011 8:37 AM
11	I feel all these services are essential and very much needed and appreciated.	Jul 4, 2011 8:22 AM
12	Probably jump on it straight away. Not to be so optimistic.	Jul 4, 2011 8:15 AM
13	If I involved the police again it would depend on the circumstances and if I felt like my safety was threatened.	Jul 4, 2011 7:51 AM
14	The support offred by DVCS was reassuring.	Jul 3, 2011 6:14 PM

Page 3, Q27. If you were to be hurt or assaulted again in the future, would you be prepared to:

15	I found the services really helpful. It was good that they followed up with me. They didn't just say they would call and then not.	Jul 3, 2011 6:00 PM
16	I am very thankful to DVCS for all their help and support.	Jul 3, 2011 5:44 PM
17	I think the government needs to fund these services so more assets and resources can be used - more shelters and accommodation can be made available.	Jul 3, 2011 12:35 PM
18	My confidence has grown with successful outcome with DVO and criminal charges. I have no problem with going through process again.	Jul 3, 2011 12:05 PM
19	Appreciate help from DVCS	Jul 1, 2011 9:51 PM
20	It would depend on the situation - things such as the severity of the incident and the likelihood of it happening again. I hope not to have further contact with DVCS - but if I need to I would.	Jul 1, 2011 8:48 PM
21	I was happy with how the service operated.	Jul 1, 2011 7:18 PM
22	I am very aware that it could happen again. But is within my power not to let this happen EVER AGAIN! Thank you for all your support - it has been very helpful.	Jul 1, 2011 6:33 PM
23	There had been no prosecution. Just AVO processes. Last comment is hire more Helens!!!	Jun 28, 2011 11:31 AM
24	thankyou to everyone	Jun 27, 2011 6:28 PM
25	Every worker I've ever encountered has been great.	Jun 27, 2011 4:11 PM
26	I can't answer this question as I don't know what will happen in the future. Some of the questions in this survey were difficult for me to understand what they meant	Jun 24, 2011 6:37 PM
27	There was no police matter. Thank you for all the support.	Jun 24, 2011 6:20 PM
28	I am unsure if i would contact police or be involved in another prosecution. it would depend on the severity of the incident. For a less severe incident i am not sure it is worth going through the trouble of another court matter.	Jun 24, 2011 1:44 PM
29	very grateful for the sevice. hope it contunues. it gave me peace of mind. it was crucial to my mental and phsycial well being. thank you to all who supported me	Jun 23, 2011 9:06 PM
30	Keep up the good work.	Jun 16, 2011 7:34 PM
31	no	Jun 16, 2011 5:20 PM
32	No	Jun 16, 2011 5:08 PM
33	I would be more inclined to contact DVCS before contacting police. This is my biggest lesson - that you need support at a time like this. Often it is hard to remember what you have been told etc, with DVCS support you can always call and clarify things. DVCS taught me to seek support.	Jun 16, 2011 3:58 PM
34	Calling police and being involved in another prosecution: If it means protecting myself and my children from violence. DVCS: once again I'd rather call DVCS	Jun 16, 2011 1:53 PM

Page 3, Q27. If you were to be hurt or assaulted again in the future, would you be prepared to:

	than police. Police first port of call in crisis but I have had much more support from DVCS. Police were at times very blase and did not attend. Thankyou very much for the support. You have been so good to me.	
35	Just thank you so much	Jun 16, 2011 9:37 AM
36	Client would try giving DVCS another call in the future if she had safety concerns. She said that her initial contact with DVCS was very helpful. She said she thinks it is a brilliant services, and although she found her last conversation bad, she would try us again in the future.	Jun 15, 2011 5:25 PM
37	depends on ramifications	Jun 15, 2011 4:19 PM
38	I wouldhave contact with DVCS for sure and with particular police officers however I would not be prepared to have involvement with the DPP.	Jun 15, 2011 4:14 PM
39	Declined to further comment. Client indicated he is not in a good place at the moment.	Jun 15, 2011 3:46 PM
40	Victim Impact Statements. The client did not find a VIS to be of any practical service at all. The client advised that a lot of thought was given about doing one and they really didn't want to. The client talked to a lot of services about it including DVCS and was told that they are a good idea. The client thought that the VIS only provided the defendant more ammunition to be angry and they did not find this beneficial or make any difference to the sentencing and regrets doing one.	Jun 15, 2011 2:14 PM
41	The service has always been very helpful	Jun 15, 2011 1:41 PM
42	Definitely I would like to contact DVCS as the worker swere always very concerned and willing to help but I dont know that I would engage in proecution as this one was not initiated by myself and I am not happy with the outcome or court staff as they did not let me know any outycomes. It was only that your service kept n contact that I had some idea what was happening. Also with police I never called them it was my neighbours who called- my fa,ily never would have as after they left he was very angry to all of us	Jun 15, 2011 1:07 PM
43	Justice was not served, DVCS was not helpful, and this would have been different if the worker had given a statement to police	Jun 14, 2011 7:04 PM
44	No comment.	Jun 14, 2011 2:16 PM
45	I do not expect to be hurt or assaulted again. I do not want to go through a court process again. DVCS are doing their job very well though. I have no reccomendations about how to improve the services.	Jun 14, 2011 10:02 AM
46	DVCS is very helpful, understanding and listening	Jun 11, 2011 2:10 PM
47	She knows that she has a support network available if there are any more problems/assaults.	Jun 8, 2011 4:05 PM
48	DVCS were helpful and appreciated	Jun 7, 2011 8:50 PM
49	very happy with the service, i am a happier person these days	Jun 5, 2011 3:52 PM
50	overall, great service doing a good job.	Jun 5, 2011 3:28 PM

Page 3, Q27. If you were to be hurt or assaulted again in the future, would you be prepared to:

51 all the crisis workers were very helpful and understanding. you guys a nice bunhc of people. thanks for all your support. Jun 5, 2011 3:13 PM

52 I will be more likely to call DVCS first and police later. Jun 4, 2011 1:41 PM

53 no charges and final DVO granted- no ongoing relationship with ex boyfriend Jun 1, 2011 2:42 PM