



Strategic Plan

2026 ONWARDS

DVCCONNECT
Be heard. Be safe.

VICTIM  **CONNECT**

DVConnect offers high quality evidence-informed crisis and therapeutic support for every person who needs a pathway to safety and healing from domestic, family and sexual violence and interpersonal trauma.



Our impact in one year...



DVConnect and VictimConnect received and made more than **250,000 calls** across our services.



More than **23,000 people** accessing our services came from regional, remote and rural Queensland.



We supported over **6,500 women and children** to find emergency accommodation in motels.



We received over **8,000 referrals** from the police.

Our Journey

1980s

DVConnect Womensline commenced

2002

DVConnect Mensline commenced

2005

Pets in Crisis commenced

2009

Sexual Assault Helpline commenced

2019

Bella's Sanctuary opened

2022

VictimConnect commenced

2022

Forensic Support Line commenced

2024

VoCCR (Victims of Crime Community Response) After Hours commenced

2024

START Men's early intervention program commenced

2024

START Men's early intervention program commenced

2026

VoCCR ended

2026

DVConnect Rainbowline commenced



DVConnect Principles

The National Plan to End Violence against Women and Children (2022–2032) is the overarching policy framework that guides our goals, priorities and actions, along with others across our communities, to reduce domestic, family, sexual and interpersonal violence.

Our Key DVConnect Principles:

1. Violence is a human rights violation, and every person deserves to live a life free from violence.
2. We understand the importance of safe and responsive environments for clients, community and our staff.
3. Domestic, family and sexual violence is pervasively gendered and predominately perpetrated by men against women and children.
4. The use of violence is a choice and people need to be held responsible and accountable for their choices.
5. We acknowledge and respect intersectionality and equity as identity is shaped by multiple factors that create individual experiences of disadvantage.
6. First Nations people know best what their communities need and want. We recognise self-determination, the impact of cultural load and we contribute to the Closing the Gap targets.

Our Vision

People in every community are safe from violence and interpersonal trauma.

Our Purpose

Supporting pathways to safety and healing from violence and interpersonal trauma.

Our Values

ICARE

Integrity

We are trustworthy and act with honesty, always holding ourselves to a high level of ethical standards.

Compassion

We treat those we support and each other with patience, kindness, empathy and care.

Accountability

We lead by example, are transparent and solution focused, and take ownership for our decisions and actions.

Respect

We are inclusive, treat all people with dignity and equity, and value each other's contributions.

Empowerment

We support and inspire all people to have a voice and be able to make choices to enable them to grow in strength, confidence and knowledge.



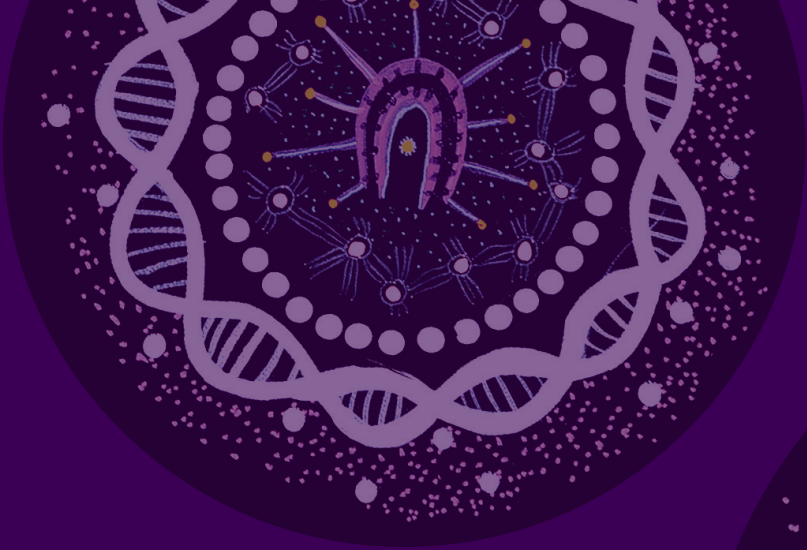
Violence against women and children is a problem of epidemic proportions.



In Australia, one woman dies every ten days at the hands of their former or current partner. One in 3 women has experienced physical violence since the age of 15, and one in 5 has experienced sexual violence. Rates of violence are even higher for certain groups, such as Aboriginal and Torres Strait Islander women. A woman is also more likely to experience violence at particular life stages, such as while pregnant or while separating from a relationship. In 2021, girls aged 10 to 17 made up 42% of female sexual assault victims (National Plan to End Violence against Women and Children 2022–2032)

The National Plan guides actions towards ending violence against women and children in one generation across four domains:

- 1. Prevention**— stopping it before it starts by changing underlying social drivers of violence and addressing the attitudes and systems that drive violence against women and children.
- 2. Early intervention**— identifying and supporting individuals who are at high risk of experiencing or perpetrating violence and prevent it from reoccurring.
- 3. Response**— providing services and supports to help victim-survivors experiencing violence. This includes crisis support, police intervention and a trauma-informed justice system that will hold people who use violence to account.
- 4. Recovery and healing**— helping to reduce the risk of re-traumatisation by supporting victim-survivors as they recover from their trauma. This includes the physical, mental, emotional and economic impacts of violence.



DVConnect Our Strategic Intent

PEOPLE

We will develop and retain a talented and diverse workforce that supports employee wellbeing, maintains contemporary skills that meet community needs, and fosters a culture of excellence.

We will be an employer of choice and people will seek out roles in our organisation.

OUTCOMES

- Sector leading call response times so people get crisis support when and where they need.
- Employer of choice so people choose to work with us and are supported in their roles.



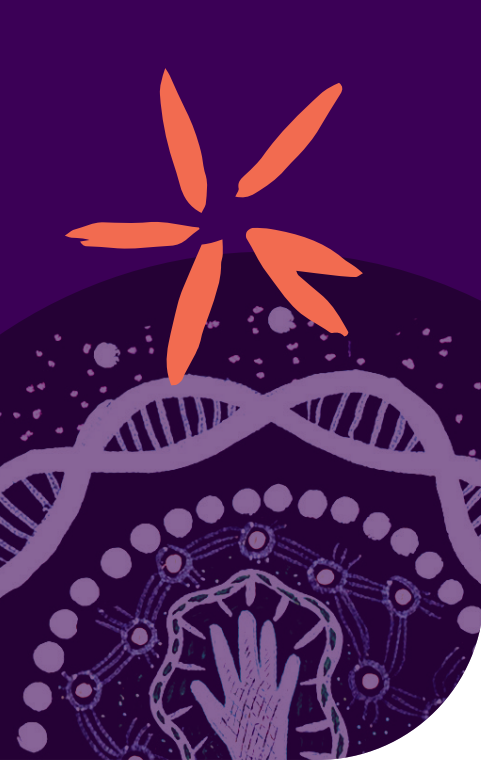
INNOVATION

We have ambitious goals for driving change across our communities, reducing domestic, family, sexual and interpersonal violence, and creating value through innovation.

We will continue to build on a culture of creativity and resourcefulness centred on practice intelligence, intersectional inclusion and the feedback of those with lived experience to improve outcomes for victim-survivors through positive change.

OUTCOMES

- Positive influence on the broader ecosystem so DFV is eliminated.
- Services that are responsive to diverse community needs to reduce barriers for people accessing crisis support.



INTEGRATION

We will continue to build a cohesive framework for daily operations, performance management, investment and resource allocation that is scalable and streamlined, ensuring all our efforts are directed towards achieving our purpose.

OUTCOMES

- Reduction in manual processes and eliminating duplication so more resources are allocated to early intervention, crisis response and recovery.
- Data informed system improvement so services can be tailored and flexible.

PRACTICE

We will prioritise the safety and wellbeing of people experiencing violence, including offering trauma-informed, specialist support that is evidence based, centres self-determination and prioritises safety, wellbeing and healing.

We will ensure our staff have the skills and expertise needed to effectively deliver services and support that are timely and appropriate to the level of risk.

OUTCOMES:

- Contemporary evidence-informed practice is clinically safe, responsive and appropriate.
- Highly skilled and experienced staff offer trauma-informed best practice support that aligns with their scope of practice.

GOVERNANCE

We will strengthen transparent, accountable, and culturally responsive governance by improving communication, legislative compliance oversight, governance capability, and financial sustainability, while supporting reconciliation and continuous improvement.

OUTCOMES:

- Maintain a strong state wide focus to enable informed decision making and resilient service delivery.
- Deliver meaningful and lasting outcomes for people impacted by domestic and family violence.

DVConnect Womensline

1800 811 811
24 hours, 7 days

DVConnect Mensline

1800 600 636
9am – 12am midnight, 7 days

Sexual Assault Helpline

1800 010 120
7.30am – 11.30pm, 7 days

Forensic Support Line

1300 264 827
9am – 6pm, Monday – Friday

VictimConnect

1300 318 940
24 hours, 7 days



DVConnect Contact Details

 PO Box 10575, Adelaide Street,
Brisbane QLD 4000

 07 3156 2323

 mail@dvconnect.org

 www.DVConnect.org


 @DVConnect

 @dvconnectqld

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ARTWORK: BECAUSE OF HER WE CAN BY STEVIE O'CHIN

DVConnect worked with Stevie O'Chin, an Aboriginal artist in residence at the Birrung Gallery, to create the unique and inspirational artwork seen in this document. Stevie's painting represents all women and families impacted by the traumatising effects of domestic violence. This artwork marks one small step in our organisation's commitment to reconciliation.

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