

Moving On...

...changing personal information and
keeping anonymity.

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Domestic and Family Violence
Prevention Service
TOOWOOMBA
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Preface

The safety implications for women and families who need to relocate and start their lives again after being affected by domestic and family violence are not always understood. This can lead to the seriousness of requests for strict privacy being underestimated. *Moving On* has been compiled as an initiative of the Domestic & Family Violence Prevention Service in Toowoomba to assist women to move safely on with their lives. While it is recognised that most organisations have well-developed policies and practices designed to protect personal information and privacy, some of these measures may have limitations or may not be well known. Women may be unaware they are able to request special consideration from a range of agencies regarding their personal details. It is hoped that this resource will help women advocate more effectively for themselves in protecting personal information particularly when personal safety is at risk.

Acknowledgements

Thank you to all those who have contributed information and those who have provided feedback. The impetus for this initiative came from women in a refuge who wanted to retain anonymity on their return to the community. Many people have assisted with the project but special acknowledgement is made to Jane for her dedication and persistence and to Clare and Sharon who provided project support and to Janice for her assistance with editing.

Date of Publishing

At the time of publishing in August 2006, information contained in *Moving On* was accurate and up to date. Details and fees may change and should be checked with each agency. It is not intended to be a complete guide for all agencies or utilities, but will provide some guidance in maintaining privacy and safety. We hope to update the resource each year. For further information contact the Domestic & Family Violence Prevention Service on 46393605.



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Contents

Preface	1
Australia Post	4
Mail Redirection	4
Post Office Box	4
In General	5
Telecommunications	5
Internet	5
Email	6
Phone	6
Line Block - Fixed Line / Mobile Phone	6
Silent Number	7
Unwelcome Calls	7
Phone Away Card	7
Mobile Phone	7
Telstra Message Box	7
Medicare	8
Schools / Childcare Centre	8
Queensland Transport	9
Drivers Licence	9
Interstate Change	10
Change of Address	10
Motor Vehicle Registration	10
Centrelink	11
Confidentiality	11
Change of Name	11
Denied Access Facility	11
Job Networks	11
Health Care Card. / Pension Card	11

Accommodation	12
Real Estate Agents - TICA	12
Qld Department of Housing	12
Public Housing	13
Bond Loans	13
Rental Grants	13
Other assistance	14
Child Support Agency	14
Utilities	14
Energex	14
Ergon Energy	15
Origin	15
Elgas Easy Gas	16
Australian Taxation Office	16
Australian Electoral Commission	16
Finances	17
Banks	17
Joint Accounts	17
Superannuation	17
Insurance	18
Credit Report	18
Change of Name	18
Dvconnect	19
Pets in Crisis	19
Registering Protection Order Interstate	19
Queensland Domestic and Family Violence Services	20

Australia Post

13 1318

Kits advising on moving can be obtained from any office of Australia Post. Each kit contains a moving checklist and an application to redirect mail.

Mail Redirection

Redirecting mail takes **three** working days from registration of the application to confirmation of the service.

Five names may be written on one registration form including the person lodging the application. Only the applicant is required to provide identification. Australia Post follows a privacy policy. When your application is lodged you will be given a **customer reference number**, which must be presented in order to change your details. Only the person who lodges the redirection will be given a customer reference number.

*Important Note: Other people may be included in the redirection if authority is given to apply on their behalf. It is a criminal offence to redirect another person's mail without their authority or to provide **false or misleading** information. Australia Post may ask for written evidence of such authority if there is some doubt.*

If differing applications for the same person from the same address are received, Australia Post will cancel each one and each applicant will be contacted.

**Are you at risk of someone redirecting your mail
without your permission?**

There is a fee involved for the redirection service depending on the length of time and whether a concession is due. Private redirection costs: \$11 for one month, \$23 for three months, \$34 for six months, and \$66 for one year. Concession rate is half price. Further information about the service and the privacy policy can be obtained from your nearest Australian Post Office or www.auspost.com.au/privacy

Post Office Box

A Post Office (PO) Box is a mailbox located at a post office where you can collect your mail personally. A PO Box address keeps your residential street address secure. There is 24 hour

access at most post offices. A small PO Box costs around \$60 per year, and a large box \$141. A GPO Box in a larger city may cost more.

If you are concerned that someone may have obtained your PO Box number in an attempt to locate you, you may arrange to pick up your mail over the counter inside the post office during business hours. Alternatively you can change boxes within the same location or change your Post Box to another location with a fee. Changing the lock at a cost of \$15 is also an option if you feel your key has been lost or stolen.

In General

Keep a note of:

- who you have given your name and address details to
- what networks, services and agencies have your address or phone number
- your personal networks such as family, extended family, friends and associates and other informal networks.
- your child's networks like clubs, school, school bus, or sport.

Think about organisations who keep databases that are accessible to a large range of employees; pizza delivery shops, video rentals, taxi companies, direct marketing companies, shopping outlets and store accounts, lay-buys, retail stores, art unions, mailing lists, raffles, subscriptions, local council, library, hospital and health clinics, doctors, dentists, chemists, sporting and social clubs.

Telecommunications

Internet

Be careful of information and material you provide in emails, websites, discussion groups, chat rooms or instant messaging. Make sure your children use safe internet practices. Good information about these is available online at <http://www.netalert.net.au>

When signing into chatroom sites, remember it is **not** a requirement to fill in **all** personal details. Inexperienced chat room users may not be aware of this and may inadvertently provide contact details.

Information can be collected by other people from your computer while you are online visiting websites. This can be prevented by using sites such as *Anonymouse* on <http://anonymouse.org/anonwww.html>

Email

Internet Service Providers have well-developed practices for protecting privacy. Consider providing friends and relatives with an email contact rather than phone or street address. A new email address and password is available through a wide variety of providers on the internet.

Phone

Changes to your phone connection can be made by phone, in person, or online.

Telstra	13 2200	www.telstra.com.au/movinghome
Optus	133937 / 1300 300 937	www.optus.com.au
Vodafone	1300 650 410	www.vodafone.com.au
AAPT	13 8888	www.aapt.net.au

Connection fees and security deposits are usually charged with new phone connections. These are included on the first bill.

Line Block - Fixed Line / Mobile Phone

You can stop your number being transmitted when you make a fixed line call, on a call-by-call basis by dialling **1831** immediately *before* you dial the number, or **#31#** for a mobile phone. This prevents your number being displayed to the receiver of your call.

You can also arrange to have permanent line blocking. This means that your number will not be sent whenever you make calls. To do this you need to contact Telstra. While there is no cost for the blocking service and it can be left in place indefinitely, your name and address will still be included in directories.

*Note: Using the 'block own number sending' may work when you make actual talking calls on certain mobiles but **may not work when sending a text message**. Check this on your mobile phone by sending a call and a text to a friend's phone.*

If there are occasions when you wish to send your number, you can override this block and send your number on a per call basis by dialling **1832** (fixed line) or ***31#** (mobile phone) before you make the call.

Silent Number

A silent number can be obtained for a fee of \$2.93 per month. Phone your service provider to arrange this service. Your silent number is included in databases compiled by Telstra but is not included in directories available to the public such as White or Yellow Pages or the dial-up directory assistance service.

Note: Always phone Telstra directory assistance and attempt to access your new silent number as a double check that it has been correctly processed.

Telstra maintains an Integrated Public Number Database (IPND) of all Australian fixed and mobile phone numbers irrespective of the carriage service provider (e.g. Telstra, Optus, Vodafone etc.). While silent numbers are included, they are flagged for exclusion from directories.

Note: It may be worth considering alternatives to connecting a phone line in your own name if you feel your safety risks are high.

Unwelcome Calls

For information phone 1800 805 996 between 8 am - 5 pm, Monday to Friday. If you receive unwelcome calls always make a Formal Complaint with Queensland Police Service. You could consider asking a friend to record your message on your answering machine or use a pre-recorded greeting available from a telecommunications company.

Phone away card

A pre-paid credit card can be purchased without providing your name. Calls can be made from most Australian private, public, and many overseas phones without extra charges to the line holder.

Mobile Phone

Changing your mobile phone number requires the purchase of a new SIM card.

Telstra Message Box

Telstra Message Box is a messaging service that helps people who do not have a working or secure telephone. Personal messages can be retrieved from anywhere in Australia via a message box number. Voice messages can be retrieved at no cost when calling from most home, business or public payphones. Charges apply if accessed from mobile phones.

Medicare

13 2011

If Medicare does not have your current address, you may not receive vital correspondence. This could cause delays in processing claims for Medicare benefits. Correspondence from Medicare would normally be restricted to replacement cards and will continue to be posted to your former address if not changed.

To notify Medicare of a change to your address you will need to complete the [Medicare copy transfer form](#) obtainable from a Medicare office or downloaded from

<http://www.medicareaustralia.gov.au/yourhealth/forms/mf.htm>

This will require a form of Identification. If the form is to be mailed back to Medicare, a copy of the ID certified by a Justice of the Peace is necessary. A P.O. Box address rather than a street address may be used on the form.

Removing children from a parent's Medicare requires permission from the other parent. Children aged less than 14 years can be listed on the card of both parents. Take the completed form to the nearest Medicare office or post it to Medicare in your capital city at the address provided.

Medicare will not give out personal information without verifying identity. If you are concerned, speak to Medicare staff about file security or attach a request for increased file security to the form if posting it. A note will be then added to your file to notify staff assessing your file that there is a security issue. You do not need the Domestic Violence Protection Order to achieve this outcome.

Schools / Childcare Centre

Speak directly with the Principal or Director about matters affecting your child/children's safety at school or in care. Schools and child-care facilities have policies and procedures in place that correspond with the legal system with regard to family law, child safety and domestic and family violence. In certain circumstances access to, and information about students in the school or child-care setting are affected.

Provision of relevant documentation (domestic violence protection orders, family law court or other order/s) is required to allow the school or centre to contact you and the police immediately if

someone other than those nominated by you attempt to access or pick up your child/children at school.

**If your ex-partner does not know your new address,
beware of being followed home from the school
or child contact centre.**

Queensland Transport

13 2380

Driver's Licence - Renewal

Drivers' licences must be renewed on or before the date shown on the licence. The cost of renewal for Queensland is \$24.95 for one year and \$63.95 for five years. You can now renew your licence online at www.service.transport.qld.gov.au/qt/ServiceSelection.jsp.

Driver's Licence - Interstate Change

If you have an interstate licence you will need to attend a Queensland Transport customer service centre with your current driver's licence. You must show at least **three** documents as evidence of your identity, one from Category A, one from Category B, and one more from either category. A current Queensland residential address must be evident on at least one of these documents. A PO Box may be used as your mailing address but you must also disclose your residential address.

Category A

- Australian birth certificate - full (no copies)
- Australian or foreign passport (current or expired less than two years).
- Australian citizenship or naturalisation certificate.
- Australian photo driver licence (current or expired less than two years).
- Department of Immigration and Multicultural and Indigenous Affairs travel document (valid up to five years) for example resident visa
- Department of Immigration and Multicultural and Indigenous Affairs certificate of evidence of resident status.
- Australian Defence Force photo identity card (excluding civilians).
- Queensland or federal police officer photo identity card.
- Queensland Card 18+ (issued after 1 January 1992).

- Queensland Transport driver authorisation (current or expired less than two years).
- Queensland Transport accreditation, *for example* rider or driver trainer accreditation, tow truck (current or expired less than two years).

Category B

- Medicare card.
- Department of Veterans' Affairs/Centrelink pensioner concession card (including Health Care Cards).
- Plastic financial institution debit or credit card with your signature and embossed name.
- Australian-issued security guard/crowd controller licence (with photo).
- Australian-issued firearm licence (with photo).
- Education institution student identity document (must include photo and/or signature).

If you have changed your name you must also show evidence of the name change from the Registry of Births, Deaths and Marriages. A Driver's Licence application form must also be completed. Under normal circumstances, your new licence will be issued immediately. However if interstate verification is needed it may take up to 48 hours.

Note: If your interstate licence is currently suspended or cancelled for any reason, including court disqualifications, an accumulation of demerit points or outstanding fines, you will not be eligible to apply for a Queensland driver licence.

Change of address

A change of address can be made over the phone, online www.transport.qld.gov.au or at a Queensland Transport Office. You will be provided with a sticker showing the new address to attach to your current drivers licence.

Motor Vehicle Registration

It is important to keep your details with Queensland Transport up to date for ID purposes and because correspondence such as traffic infringement notices (parking, speeding, red light cameras etc.) will be sent to your currently registered address.

Suppression of Customer Record can be arranged by Queensland Transport for a period of time if you believe your personal safety or your family's safety is at risk. A request for information and application forms can be made to the Systems Security Unit on (07) 3253 4213. Details of the risk to yourself or your family including supporting documentation such as a copy of your current Domestic Violence Protection Order should be included with your application form. Once the order is in place, the staff at Queensland Transport and law enforcement officers will be able to access your details only via the System Security Unit and any correspondence will be forwarded to you through the unit.

Note: A person can obtain information from the Queensland Transport by providing your registration number, filling in a form and writing a statement – statutory declaration, certified by a Justice of the Peace, that they were involved in an accident with your vehicle and they now want to pursue you for damages. Queensland Transport will then provide your details to the person. If your records are suppressed, the Security System Unit will notify you of the details of any request made for your information before any action is taken.

Centrelink

13 1021

Confidentiality

To ensure the confidentiality of the information about you held at Centrelink you can request a password to be placed on your file. If you are concerned about the security of your home address Centrelink will allow you to use a PO Box address rather than your residential address as a preferred choice of contact. Provision of your residential address is also required.

Change of Name

If you have changed your name with the Register of Births, Deaths & Marriages, Centrelink will need a copy of the appropriate documentation. A statement about the risk to your safety, or court documents such as a Domestic Violence Protection Order is necessary when changing important details with Centrelink.

*Note: Centrelink **does not** change your Centrelink ID number when you change your name.*

Denied Access Facility

You can ask for a Denied Access Facility to be placed on your file if you believe your information is at risk. This allows restricted access to only two Centrelink employees including the Manager of the office where you are registered. No other person will be able to access your file. You are provided with a direct contact number for those staff who have access to your file.

Job Networks

Job networks are given your personal details kept by Centrelink, including your name, address, phone number, date of birth and job seeker ID (JSID). Name and contact number only are provided to job networks when there is a Denied Access Facility placed on your Centrelink file. Job networks may involve you in job search training programs that involve the circulation of your resumé containing personal contact details. It is possible to have only your name and a contact mobile phone, PO Box or email on your file at a job network. If you are concerned about your privacy, obtain a password and talk to the manager of the job network about your situation and a manager only access file may be able to arranged.

Health Care Card/Pension Card

Healthcare Card or Pension Card details are automatically changed when your details with Centrelink are changed.

Accommodation

Real Estate Agents

TICA (190 222 0346)

TICA is a national central register of tenants' history that also records tenancy applications made by prospective tenants. TICA acts as a default tenancy control system that allows members (real estate agents) to share information about a tenant's tenancy history. Tenants can be registered as *undesirable*. A person making an application to rent a property through a real estate agent may be informed that they are registered as an undesirable tenant on the database if there were outstanding or unresolved issues related to tenancy. This may result in an application to rent a property being rejected by the real estate agent.

Australian tenants can inquire if they are listed and request to be provided with the information that is recorded on the database including reason for listing, personal information, who provided the information, contact details for the listing member, and the date the information was lodged on the database.

Inquiries can be made by phone on 190 222 0346 and cost \$5.45 per minute (higher from mobile or pay phone), or by mail to:

TICA

PO Box 120

Concord NSW 2127

A stamped self-addressed envelope is required with your request. TICA require five working days for processing after which a request for payment of \$14.30 will be made. After payment is received, information will take a further eight working days.

Queensland Department of Housing

1300 880 882

Housing assistance may be sought through the Department of Housing. Phone numbers differ by region. Fact sheets and forms are available at local offices and online: www.housing.qld.gov.au

Eligibility criteria apply to a range of assistance programs including residency, property ownership, independent and household income, and consideration of specific needs such as domestic and family violence. Prior debts with the Department of Housing must be paid before assistance is provided but applications for housing assistance may still be made and arrangements made to repay any debt

Public Housing

Application can be made for placement on the waiting list for public housing in Queensland regions. Waiting times vary in different regions and can be up to 2 or 3 years. Applications can be made seeking special consideration because of lack of access to other housing options, or when specific needs such as individual concerns of family safety, security or health create a more urgent need for housing.

Bond Loans

A Bond Loan is an interest free loan from the Department of Housing, paid back at \$20 per month until the bond belongs to the borrower. Approved eligible applicants have their rental bond paid directly to the Residential Tenancies Authority by the Department of Housing after authorisation from the rental agent to rent a residential property. Evidence of eligibility, proof of income, identification and Private Rental Assistance (both household and individual) forms need to be completed. Application may be made in person at a Department of Housing office. Mailed or faxed applications require Justice of the Peace certification of documents.

Rental Grants

Eligible people experiencing a housing crisis can apply for a once-only grant of two weeks rent that does not have to be repaid. Evidence of identification, eligibility and proof of income must be supplied, and Private Rental Assistance (both household and individual) forms need to be completed. Application may be made at a Department of Housing office. Mailed or faxed applications require Justice of the Peace certification of documents.

Eligibility is restricted to those people who:

- are eligible for bond loans who have not received a rental grant previously
- have spent more than 28 continuous days in a Department approved centre (e.g. emergency housing, women's shelter)
- are discharged prisoners who have served at least 12 months
- have been discharged from a mental health facility after at least 12 months residence
- are currently being subjected to domestic violence and have appropriate supporting documentation
- are exiting a community-based rent scheme.

Other Assistance

Other assistance provided by the Department of Housing include: Home loans, Mortgage relief Loans, Home modification assistance, Funding for fire and building safety improvements, Community funding programs, and Rental purchase plan borrowers.

Child Support Agency (CSA)

13 1272

Private collection of child support allows both parents to agree on a flexible, private system of payment.

An alternative to private collection is CSA Collection. An application is made to the CSA requesting the agency to collect the amount payable. Payments are then made directly to CSA. Information requested by CSA is needed for child support purposes only and is not passed on to the other parent, except where it is required by law. A restricted access file can be made available by request and by providing information regarding risks to your safety.

Utilities

Origin Energy (formerly Energex)

132461 (VIC/SA/NSW) **1300 308 624** (SE Qld)

If necessary, phone Origin to arrange for electricity to be connected. Electricity is not usually disconnected between tenants, but if it has been disconnected Origin must conduct a safety inspection taking approximately five hours.

Phone to see if Origin supplies natural gas in your area. Natural gas is not usually disconnected between tenants but if it has been disconnected it can be reconnected in 1-2 days

For new accounts, a security deposit is payable within 14 days for electricity, or 21 days for gas connection. There is no security deposit required if transferring from a previous account. If a direct debit arrangement of at least \$10 per week is made before the due date of the security deposit, the security deposit may be waived. Security deposits are refunded when accounts are closed or transferred to a new account. Origin customers with a good billing history may attract zero security deposit status.

If you are unable to supply all of the requested information, the security deposit required is \$150. However, if all the information can be supplied, the security deposit for a domestic home will be \$80 for a tenant or \$50 for an owner occupied dwelling.

Two to three days notice is required before Origin can close your account. Questions are asked by Origin to verify your identity and information provided is restricted to the account holder. Customers are able to nominate a security password against their account. www.originenergy.com.au

Ergon Energy

13 1046

Phone Ergon to arrange for electricity connection. Electricity will usually be connected within 1-2-business days by appointment between 7 am and 6:30 p.m. There is no connection fee. Billing is quarterly and an initial security deposit of \$80 on a separate bill is payable within 7 – 10 days. For disconnection, phone to organise a final reading and provide a forwarding address for billing purposes.

Ergon will need to verify your identity. Information provided is restricted to the account holder. Customers are able to nominate a security password against their account.

www.ergon.com.au

Origin Natural Gas

13 2461

For natural gas connection, a security deposit of \$60 is payable by those who have not held an account with Origin before. This applies to rental properties only. A one-off administration fee of \$30.25 is payable when an account is established at an address. A service fee to light up appliances after gas has been connected is \$55 for the call out and if tools are used \$11 for each 10 mins. Origin requires three clear working days notice for disconnection to allow for arrangement of a final reading. A forwarding address is required for billing

Origin LP Gas

13 2462

For LP Gas no security deposit is required. Usually there will be bottles with some inherited gas. Phone Origin to have the gas filled. A one off administration fee of \$30.25 is payable whenever an account is established at an address. Phone Origin to close account. Questions are asked by Origin to verify your identity and information provided is restricted to the account holder. Customers are able to nominate a security password against their account.

<https://www.originenergy.com.au>

Elgas EasyGas/LPG

13 1161

For bottled gas connection, Elgas require a security deposit which is payable with the first bill. Budget billing is available allowing payment of regular weekly or fortnightly amounts towards the quarterly bill. Elgas only charge for the gas used and will regularly top up the gas to ensure a regular supply. Elgas need to verify your identity. Information provided is restricted to the account holder.

Australian Taxation Office (ATO)

13 2861

To change personal details a change of address form must be completed and sent to the mailing address shown on the form. Forms can be downloaded from www.ato.gov.au - *Forms and Services*. Alternatively, phone the ATO Publication Distribution Service on 1300 720 092 for a form to be posted.

It is not usual to get a new tax file number (TFN); however the TFN can be changed if it has been compromised. You can apply to have your number changed, by phoning 1800 007 215 (Compromised TFN), or you may obtain an application form (Form 1432) from a Post Office, and mail to the address below including a comprehensive cover letter explaining why you need a new tax file number. Mail to:

ATO Compromise

PO Box 9942

Moonee Ponds VIC 3039

The ATO have measures in place to protect your personal information including a range of questions which callers are required to answer to prove identity. A Restricted Access Facility can be placed on a person's file under certain circumstances for security purposes

Australian Electoral Commission (AEC)

13 2326

Electoral Roll forms may be obtained from the Post Office or online at www.aec.gov.au for changing and updating contact details.

Electors who believe that having their address shown on the publicly accessible electoral roll could put their own or their family's personal safety at risk, can apply for *silent elector status*. Being a

silent elector means that the address will not be shown on the roll. However the name **will** appear in the relevant electoral division e.g. Groom.

The option to register as a general postal voter is also available. Provision of residential address to the AEC is compulsory but a PO Box can be used for mailing purposes.

Silent elector status is not granted automatically. The Divisional Returning Officer (DRO) will consider each application and a decision will be made based on whether the claims made by the applicant meet the conditions for silent elector status. Applicants need to fill in the normal green electoral enrolment form plus an extra form that contains a statutory declaration requiring Justice of the Peace certification on the back.

Forms can be obtained online at <http://www.aec.gov.au> (forms, special categories, silent elector). Forms can then be either faxed or mailed to your nearest Divisional Office or mailed to the address below:

Australian Electoral Commission
Reply Paid 9867
CAPITAL CITY

Finances

Banks

Changing details with banks or credit card providers can be done by phone in most cases.

Joint Accounts

Changing details of any joint financial arrangement requires the participation of all parties. Separated couples may share a mortgage, line of credit or other arrangements in the name of both persons. Joint accounts with a bank can be frozen by either party, rendering the activities of the account inactive until parties make a joint decision about the future of the account. It is advisable to speak with your financial institution or access the services of an accountant or financial counsellor. For example, *Lifeline* provides such a service.

Superannuation

To change your details with superannuation, you simply fill in the form, attach documentation and send to the address shown on the form.

Insurance

To change personal details with an insurance provider, contact the company or institution concerned. In most cases this can be done by phone.

Credit Report

To access your personal credit file, an application can be made to *My Credit File - Australia*. Application can be made directly online at www.mycreditfile.com.au, or an application form can be downloaded and mailed to:

Public Access
PO Box 964
North Sydney NSW 2059

A credit report is free and is posted out within ten working days. If you want to receive your credit file on the next working day the cost is \$27.

Note: you can only request a copy of your own credit history. You will be asked to provide your full name, date of birth, current drivers licence number (and previous drivers licence number if you have moved interstate), current address, previous addresses, current and previous employers, the organisation with which you last applied for credit, and your signature.

Change of Name

Registry of Births, Deaths & Marriages

PO Box 15188
City East QLD 4002
(07) 3247 9203
1300 366 430

It is legal to go by any name you choose, as long as your intention is not to defraud anyone. If you choose to register a change of name you need to make an application to the Registry of Births, Deaths and Marriages and it will be entered on the 'Change of name register'

Talk to a solicitor about what it means to change your name.

Legal Aid Queensland 1300 65 11 88.

Women's Legal Service 1800 677 278

You can contact the Registry of Births, Deaths and Marriages by phone or email:

bdm-mail@justice.qld.gov.au , or by mail (see above).

There is provision, in certain circumstances, to change a child's name. Parents or guardians should contact the registry for further advice before filling in the form.

Dvconnect

1800 811 811

Dvconnect provides statewide coordination of refuge placements for women and children escaping domestic and family violence in their homes.

Dvconnect also provides a 24 hour crisis counselling, information and assistance service.

Dvconnect can also assist with planning for safety and support for leaving an abusive situation, including evacuations, referral and transport where necessary.

Pets in Crisis

1800 811 811

In collaboration, *Dvconnect* and the RSPCA Qld have established a Domestic Violence Program trial called 'Pets in Crisis'. Women who need to stay in domestic violence refuges and are unable to find alternative accommodation for their companion animals can have their pets placed in temporary care with trained foster carers.

Registering Protection Order in Another State

Domestic Violence Protection Orders issued by the court are only valid in the state in which they were issued, eg Qld DVO, NSW AVO. To register your protection order in another state, take a copy of the order to a local courthouse in that state where court staff will assist you.

The respondent is **not** notified when you have a protection order registered in another state. DV protection orders can also be registered in New Zealand and from New Zealand to Australia.

Queensland Domestic and Family Violence Services

Caboolture	54989533
Cairns	40406100
Emerald	49824288
Gold Coast	55914222
Ipswich	38163000
Mackay	49573888
Roma	46225230
Sunshine Coast	54795911
Toowoomba	46393605
Townsville	47212888
Woodridge	38085566
Immigrant Women's Support Service	38463490
Brisbane DV Advocacy Service	32172544
Dvconnect	1800 811 811
Emergency	000

Copies of this document are available from: *Coordinator, Domestic and Family Violence Prevention Service, PO Box 281, Toowoomba, Qld 4350; email: ann@relateqld.com.au*