

referral

We can help people going to court

Issue 16 | Autumn 2015



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Queensland courts 2013-14 annual reports



Magistrates Courts of Queensland

http://www.courts.qld.gov.au/_data/assets/pdf_file/0010/335188/mc-ar-2013-2014.pdf

District Court of Queensland

http://www.courts.qld.gov.au/_data/assets/pdf_file/0019/345403/dc-ar-2013-2014.pdf

Supreme Court of Queensland

http://www.courts.qld.gov.au/_data/assets/pdf_file/0018/345402/sc-ar-2013-2014.pdf

QCAT

http://www.qcat.qld.gov.au/_data/assets/pdf_file/0005/332276/QCAT-Annual-Report-2013-14.pdf

Queensland courts | practice directions

Management of Controlled Items in Court Precincts

http://www.courts.qld.gov.au/_data/assets/pdf_file/0004/295987/dc-pd-9of2014.pdf

Electronic Devised in Courtrooms

http://www.courts.qld.gov.au/_data/assets/pdf_file/0005/295988/dc-pd-10of2014.pdf

News, updates & articles

QCAT Update March 2015 What's the difference Guardian and Administrators (YouTube) <https://youtu.be/-OmOIA9PHLA>

2 March 2015 A Vision for Change <http://www.probonoaustralia.com.au/news/2015/03/vision-change>

Domestic and Family Violence Protection Rules 2014 <http://www.courts.qld.gov.au/about/news>

Australian of the Year Rosie Batty calls on PM Tony Abbott to reinstate community services <http://www.smh.com.au/federal-politics/political-news/australian-of-the-year-rosie-batty-calls-on-pm-tony-abbott-to-reinstate-community-services-20150131-132o1n.html>

28 February 2015. Domestic and family violence taskforce delivers recommendations <http://statements.qld.gov.au/Statement/2015/2/28/domestic-and-family-violence-taskforce-delivers-recommendations>

15 February 2015. **Queensland's new Cabinet focuses on jobs** <http://statements.qld.gov.au/Statement/2015/2/15/queenslands-new-cabinet-focusses-on-jobs>

1 December 2014. Victim Assist Queensland reaches five-year milestone <http://www.justice.qld.gov.au/corporate/djag-news/media-statements/2014-media-statements/justice-services/victim-assist-queensland-reaches-five-year-milestone>

Board president



2015 is well underway, the courts are buzzing with work and Networkers are actively engaged in the day-to-day support that defines our organisation. This work gives us a unique perspective on the justice system and enables us to advocate at a systems level, for example in the many forums in which family violence is currently being addressed.

I recently chaired a stakeholder forum in Cairns and it was wonderful to have the opportunity to catch up with familiar faces and new acquaintances. I look forward to meeting with our key partners in Townsville and Brisbane as the year progresses.

At the Board level Gary Betts who was elected at the AGM has had to resign for personal reasons. I wish to thank him for the contribution he made to our work in the 12 months he was with us.

It is with much pleasure that I can announce that the Board has seconded The Honourable David Harper AM to fill the vacancy left by Gary until the next AGM. David was a Court of Appeals Justice of the Supreme Court of Victoria from 1992 until his retirement in June 2013. We look forward to his contribution to Court **Network's governance.**



The Board's workplan for the coming year includes establishing a new risk framework and reviewing risk management strategies across our service. I look forward to discussing this with you our stakeholders as we advance this work.

Regards
Garry Roach



Executive director

I am reporting a little differently to you this year, in that each issue I want to take the opportunity to highlight activity **that's been happening *within* the Court Network stratosphere, as well as draw your eye to what's happening in the *external* world that is of relevance to us all.**

Starting with **'What's happening courtside at Court Network'**, there are a few important items to brief you on:

Our presence at the Annual Magistrates Conferences | Court Network is indebted to Magistrates Spencer and Pearson (Cairns) for supporting an invitation to Queensland State Manager, Nicole Little and I, to speak at all three of **the Magistrates' Court Conferences held in March** this year. On each occasion, Nicole and I spoke to an average of 40 Magistrates about our operations, the breadth and complexity of the work of our volunteers, and the strength of the collaboration between Networkers and the Bench in supporting court users. Board President Garry Roach and I also joined Nicole, and Cairns Program Manager Evonne Kennedy, in hosting the fourth **meeting of Cairns' key stakeholders. This meeting** marked the beginning of a year of celebrations for both Cairns and Townsville who are both turning 5 **this year. Attendees reflected on what it's meant for court users in the Cairns' community to have access to a non-partisan service that can help minimise the sharpest ends of the legal process for all court users.**

Supporting the continued development and quality of our volunteer workforce | You might recall that last year Court Network introduced a new initiative which will see Networkers supported through a structured process of review with their Program Managers that will help identify their practice and development needs as they continue to volunteer with our organisation over time. The Board has now approved the Volunteer Review policy, however we are working with Networkers to refine the Review Tool. Once finalised, State Managers will be

working with Program Managers to look at how they can integrate the review framework into their support functions with Networkers. As we anticipated, the recently revised National Standards for volunteer organisations reiterates the importance of organisations providing structured support to volunteers and a process of review for understanding the development needs of volunteers over time (see link to the National Standards below)

Funding for the Commonwealth courts | Board President Garry Roach and I went to Canberra in December to meet with the **Attorney-General's Senior Advisor** to outline the significant value and **impact of Court Network's service to people** attending the Family and Federal Circuit Courts. **Securing Court Network's continued funding in the Victorian Registries of the Melbourne and Dandenong Services, and advocating for the reinstatement of the Brisbane operations** was top of our agenda for this meeting.

Unfortunately, we have since been advised by the **Attorney-General's Department that services** across the community legal sector, including Court Network, will not be informed of decisions **regarding their base funding levels until "Budget night" in May.**

Notwithstanding this advice, Court Network will continue to advocate for funds that will see the re-establishment of the Brisbane service alongside operations continuing in the Victorian registries, and to make representations to the office of the Attorney-General, and to other stakeholders, about the benefits that flow to court users, particularly

those who are unrepresented, of having access to Networkers who can support their non-legal support needs.

What's happening out there?

Unprecedented activity is taking place in relation to two critical areas of justice for court users: family violence and family law.

The urgent need for policy and systems' reform to the treatment of family violence has assumed prominence in both Queensland and Victoria.

The **Queensland Special Taskforce Report on Family Violence, Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland**, chaired by the Honourable Quentin Bryce AD CVO (former Patron to Court Network) delivered its 144 recommendations for reform to the new Queensland Premier, Anastacia Palaszczuk in mid-March. The Taskforce is calling for significant reform to the police and justice response-end of dealing with family violence, including the establishment of specialist courts and specialist training for Magistrates, Registry staff and all mainstream services. The Taskforce has also comprehensively considered the context of family violence in Indigenous communities and identifies the sorts of building blocks that will need to be in place to support an integrated approach that is culturally effective and nuanced to the needs of communities. You can access the full report here: www.qld.gov.au/community/getting-support-health-social-issue/dfv-read-report-recommendation/index.html

In Victoria, the first ever **Royal Commission Into Family Violence** has been established by the newly appointed Premier, Daniel Andrews. Former Supreme Court Judge, Marcia Neave, has been appointed as lead Commissioner, with the following terms of reference: www.premier.vic.gov.au/wp-content/uploads/2015/01/150119-Proposed-Terms-of-Reference2.pdf. Court Network will make a submission to the Commission in May drawing on the experiences of Networkers who regularly work in the family violence jurisdiction. Almost a quarter of all of the people we assist each year are navigating the family violence jurisdiction. Networkers see first-hand **the systems' failures that have left (mainly women)**, as applicants, feeling unsafe or without legal support in court. There is also very little infrastructure that can

adequately intervene with respondents (mostly men) to effectively address their violence. The Commission is due to report to the Premier with their recommendations by the end of February 2016.

Family Law Council Reference | At the commonwealth level the Family Law Council has been asked by the Attorney-General to report on ways of improving responses to families with complex needs within the family law system. The reference recognises that child abuse, family violence, substance use, and mental health issues are common to a high proportion of matters that enter the family law system, especially those involving child contact. Court Network has been invited to make a formal written submission to the reference. Once again we will be drawing on the Networker teams in the Family Court Teams to assist us in capturing their work with families at the pointiest end of this process – often in Final Hearings, and often without either side being represented in court. See the Terms of Reference in full here: www.ag.gov.au/FamiliesAndMarriage/FamilyLawCouncil/Pages/FamilyLawCounciltermsofreference.aspx

Volunteering Australia's new National Standards for Volunteer Involvement | Volunteering Australia has undertaken an important review of the national standards for volunteer organisations. These will replace the National Standards for Involving Volunteers in Not-for-Profit Organisations. There are 7 standards that include areas such as: volunteer recognition, recruitment and selection, support and development, as well as quality management. The revised standards are a simplified version of their predecessor, that allow organisations to make more practical use of the standards and the criteria under which to review how we are tracking against them. To view the current draft, go to: www.volunteeringaustralia.org/wp-content/uploads/Draft-National-Volunteering-Standards-V2_4Mar2015.pdf

Until next issue - best wishes in the meantime.

Dr. Melanie Heenan



Queensland

This issue I wanted to speak to you about the valuable feedback received which contributes to the conversations we have at strategic level, improving the reach and impact of our service, the responsiveness of the service to court user needs and the building of stronger partnerships with our stakeholders. I also wish to highlight the recent events held across Queensland these past couple of months.

Magistrates Conference

As Melanie spoke to earlier, we were fortunate to be invited to present at the three Queensland Magistrates Conferences held in Townsville and two in Brisbane. These events provided the opportunity to shed further light on our service and more specifically to the tremendous work our volunteers provide at the coal face. Using case examples provided by our Networkers we were able to **'paint the picture' of the types of support our volunteers provide inside and outside of the courtroom.** We spoke to the ways in which the Magistry can identify Networkers and then directly engage with our service. We were also able to voice some of the common concerns gathered from court users on the barriers they experience accessing justice. Barriers such as language and access to interpreters, difficulty hearing in the courtroom and embarrassment in seeking clarification of orders, as well as safety concerns.

Cairns Intake and Stakeholder Meeting

The 2015 intake for new volunteers in Cairns was extremely successful with 9 candidates moving forward to training with Evonne at the end of April. The presentations delivered by Networkers Gale and Dianne during intake were impressive and I wish to thank them both for coming and sharing their experiences and knowledge with the group. During these presentations one comment in particular struck a chord with me and I wanted to share it with you. Gale spoke on how daunting it

can be to outreach to strangers, to approach someone unbeknown to you and in a highly emotive environment. This is something I think all volunteers have grappled with at some time and some continue to find the most difficult aspect of **the role. But it was Gale's strategy which I felt spoke to the heart of the work we do at Court Network. It is the ability to 'take yourself out of the picture', to focus on the needs of the court user and to value 'if I am feeling nervous and a little daunted, how might the court user be feeling'.**

The 4th annual stakeholder meeting in Cairns, chaired by Board President Garry Roach, saw representation by many diverse services and departments. This meeting provided the opportunity to share information on Court Network and contribute the development of strong partnerships in the region. I wish to thank Networker Brenda for her well thought out and expressed presentation providing Stakeholders a true sense of the role volunteers perform in the courts and to the generosity of Stakeholders with their time and contributions to collaborative discussion.

Victim Support Unit Graduation and Evaluation

The Graduation ceremony of Victim Support Unit volunteers occurred in February. This event saw volunteers presented with their lanyards and certificates after completing 6 month probationary period and comprehensive specialised training. We were extremely grateful to the Hon. Philip Cummins

AM (immediate Past President) being able to preside over the event.

As Adrienne will speak to in this newsletter, the first phase of the evaluation process has now been completed. External evaluator Janice Watts consulted with volunteers, staff and stakeholders to review the progress of this new service, look at what has worked well and to the improvements which can be made based on our learnings to date. Again as I highlighted above, these contributions from stakeholders, based on experience with the service and specialised knowledge in the sector, contribute to the continued strength of this pioneering service and in it being able to meet the needs of victims and witnesses of violent crime.

Looking Forward

In looking forward, next month we celebrate National Volunteers Week. It is a time which we can recognise the lifeblood of our organisation, our Volunteers. As you will see in this newsletter the focus this year is Give Happy. Live Happy with research showing more than 6 million Australian volunteers give happiness to others annually and that those volunteers are happier, healthier and **sleep better than those who don't volunteer.**

This year also sees Court Network celebrate our 5 year anniversary in Cairns and Townsville. Events have been scheduled to mark the occasion in May (Townsville) and September (Cairns). More information will be circulated closer to these dates, so stay tuned for more information.

Take care
Nicole



Patrons

The Hon. Diana Bryant AO
Chief Justice of the Family Court of Australia

The Hon. Marilyn Warren AC
Chief Justice of the Supreme Court of Victoria

Board members

Garry Roach | President
Director & Principal Consultant
Garry Roach & Co

Julie Steel | Vice President
Executive Director
Supreme, District and Land Courts Service

David Spiegel | Treasurer
Chartered Accountant

Jennifer Evans | Secretary
Ringwood Court Networker

Win Swanton
Mildura Court Networker

Rudy Monteleone
Director Victorian Multicultural Commission

Patricia Byrne
Brisbane Victim Support Unit Networker

Deputy Chief Magistrate Felicity Broughton
Magistrates' Court of Victoria

Senior Sergeant Anne Rudd
Prosecutions Division Victoria Police

Gary Gibson
Brisbane Court Networker

Enid Richards
Shepparton Court Networker



Across the Board

Rudy Monteleone is currently the Director of the Victorian Multicultural Commission. Rudy has held various management roles in the Supreme, County and Magistrates' Courts and was appointed as Victoria's inaugural Juries Commissioner for Victoria in 2002.

Not everyone is aware that Court Network's Board is also made up of volunteers. Board Members and Networkers share this relationship to the organisation in common. Why did you choose to volunteer your time to Court Network and not seek a Board position on another Not-For-Profit Board?

Working within the Courts portfolio for a number of years provided me with the opportunity to witness the valuable support that Court Network volunteers provided to court users. I felt that as a result of my specific experience of working within the Court portfolio and my broader general management experience, that I could best serve Court Network rather than another Not-For-Profit Board.

You have been at the Victorian Multicultural Commission (VMC) for over a year now. The Commission's mandate, to promote the voices of people from culturally and linguistically diverse communities, is such an important one, as is their advocacy to ensure services to CALD communities are culturally safe, respectful and inclusive. Thinking about the future, what might be some of the ways that Court Network could connect with the work of the VMC, and continue to build our capacity in this area?

Working in this very important space has provided me with the opportunity to once again witness first hand, the difficulties that many members of the CALD community face when they attend court. I believe that the time is now right for Court Network to begin to think about how best to engage with this new and varied client base. The VMC is in a position to inform and partner with government departments, agencies and organisations like Court Network about developing strategies designed to meet the needs that have long been identified as service gaps.

Prior to the VMC, you have been in key positions across courts and the justice system for many years. What would you say are some of the most profound changes you have seen throughout your time that have had the most significant impact on increasing access to justice?

I guess that my answer to this question may be somewhat influenced by my current position. That is, that the numbers of court users are increasing, as are the diversity of clients, and the stresses that are created as a consequence.

What's some of the most important work that's been progressed by Court Network's Board in recent times?

In my time on the Board I have witnessed an incremental progression towards establishing a professional group of people who are committed to tackling the sometimes very difficult issues that are presented to it. In addition, I think that the Board has invested a significant amount of time into ensuring that appropriate systems, processes and policy frameworks are in place.

It's often said that staff/volunteers do the operational work of organisations, and Boards run the governance end of things. What's one of the most important elements of good governance do you think?

Good governance is an ideal which is difficult to achieve in its totality. A Board is usually comprised of well-intentioned people who bring their ideas, experiences, preferences and other human strengths and shortcomings to the table. Good governance is achieved through an ongoing discourse that attempts to capture all of the considerations involved in assuring that stakeholder interests are addressed and

reflected in the policy and operational work of the organisation.

Within this context, I think that *transparency* in Board decision making is one of the most important elements of good governance.

Changing the pace entirely now, many of our volunteer Networkers are avid readers. What's the best crime fiction you've read in recent times?

I'm afraid that I don't read too much in the way of crime fiction – however I would highly recommend “The Alchemist” by Paulo Coelho. It tells the magical story of Santiago, an Andalusian shepherd boy who longs to travel in search of a worldly treasure as extravagant as any ever found.

The story of the treasures Santiago finds along the way teaches us, about the essential wisdom of listening to our hearts, learning to read the omens strewn along life's path, and, above all, following our dreams.

<http://www.multicultural.vic.gov.au/>



The Queensland Legal Walk (formerly known as the Walk for Justice) is a 5km walk that is held in May each year during Law Week. Tuesday, 12 May 2015. The Walk is being held in Brisbane, Toowoomba, Sunshine Coast, Mackay, Townsville and Cairns. The funds raised will help QPILCH continue to provide free legal assistance to disadvantaged and vulnerable Queenslanders with established need. To register or for more information visit: <http://www.qldlegalwalk.org.au/>



2014 Queensland Week | 31 May to 8 June 2014

Queensland Week is an annual celebration of the state's culture, heritage, people and industry and this year was held from 31 May – 8 June. The week-long celebration centers around the state's birthday on 6 June and acknowledges the 'birth' of Queensland as a separate colony in its own right.. Events held during Queensland Week include the state's official Citizenship Ceremony, the family-friendly Queensland Week Adventure Trail and the celebration of Queensland Day in the Office.

<http://www.qld.gov.au/about/events-awards-honours/events/queensland-week/>



Victim support unit

Evaluation | With the closure of 2014 the Victim Support Unit (VSU) completed the first phase of an evaluation process that is designed to continue over 3 phases to June 2016. This first phase was designed to review the progress of the implementation stage of the new service and to determine what was going well and how we could best continue to develop the service to meet the needs of our stakeholders, in particular, the victims and witnesses of violence whom we support in the Brisbane and Ipswich criminal courts. The involvement of the wide range of internal and external stakeholders was greatly appreciated and allowed the consultant to produce a quality report that will take the VSU into the next phase of service delivery.

Having an external evaluator, Janice Watt Consulting (Melbourne), allowed us to engage in an open and transparent process with our stakeholders to monitor their opinions, views and suggestions that would provide the information needed to direct the next phase of service delivery. The report was tabled at the February 2015 Reference Group meeting at which Janice was able to share her insights and for the Reference Group members to comment on the report. It was agreed that the 3 tier approach to the evaluation was an excellent idea that allowed the service to remain flexible in its formative stages. It should be noted that many of the VSU initial short term goals were achieved and the ongoing focus is to ensure relevant services are aware of the role of the VSU and the referral pathways. The second phase of the evaluation will take place at the end of 2015.

VSU Graduation | The 2014 intake of VSU volunteers completed their 6 month orientation and mentorship in February and celebrated with a wonderful graduation on February 24. The graduation was presided by the Hon. Philip Cummins AM and certificates were handed out by Chief Magistrate Rinaudo. The fifteen volunteers were provided with their VSU badges and certificates and are volunteering their time across Brisbane and Ipswich courts. It was a very positive experience seeing so many stakeholders present and having the opportunity to share some of the stories of the work being undertaken by the volunteers.

Standards of Practice | The VSU has developed Practice Standards to support and ensure the delivery of best practice standards in court support to victims of violent crime. These Standards have been developed with the assistance of Janice Watt Consulting and are based on review of the best practice standards across state, national and international literature in court support and related Standards in Human Services Quality Frameworks. Consultation



ABS 4530.0 - Crime
Victimisation, Australia,
2013-14

[http://www.abs.gov.au/
AUSSTATS/abs@.nsf/
ProductbyReleaseDate/3
71CB1F33E24E682CA25
79AA000F2C7F?
OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/ProductbyReleaseDate/371CB1F33E24E682CA2579AA000F2C7F?OpenDocument)

was undertaken with the Reference Group in developing these Standards and were endorsed at the February 2015 Reference Group meeting. This document creates the framework for future service delivery, review and evaluation. All volunteers are being trained according to these standards to ensure consistency and to build confidence in referral services and users.

As the service enters its new phase of service delivery the continued up skilling of volunteers becomes a priority with the engagement of DV and sexual assault services providing workshops in best practice court support over the coming months. Aligned to these workshops training modules are being developed and stakeholder relationships continue to grow. A feedback process is being developed with the office of the Director of Public Prosecutions and new resources have been developed to support the ongoing promotion of the VSU.

In the meantime referrals are being received and the volunteers are providing pre-court, in-court and post-court support. Assisting with Victim Impact Statements and Financial Assistance Forms is becoming a common form of assistance and one that is greatly appreciated by those they assist. Support is lasting from a few minutes to a few hours, a full day through to a number of days in complex matters. In February two volunteers provided 5 days of consistent support in the **Coroner's Court** to members of a victim's family.

Adrienne Irvine
VSU Manager
www.victimsupportunit.org

Homeless connect

Each year, Brisbane City Council and Volunteering Queensland join forces with some very special volunteers to run Homeless Connect. This important one-day event links homeless people with vital services that many of us take for granted.

Homeless guests can access a wealth of services in a one-stop-shop environment including employment, legal, government and other services. Guests can have a haircut, get a health check or learn about housing options. There is also a donations room where guests will find clothes, canned food, bedding, toiletries and much more. A hot meal is provided and entertainers will be onsite to make this an enjoyable day for all involved.

For more information or to register visit:
<http://volunteeringqld.org.au/web/index.php/volunteering/volunteer/602-homeless-connect>





International women's day

Sarah Parker, Townsville's Program Manager, was invited to provide a presentation on International Women's Day to the Townsville Registry Staff and Depositions Clerks.

The organisers began the celebration with the room decorated and Helen Reddy's "I am Woman" playing over breakfast. It was a great way to begin the day! I was quite chuffed to be asked to speak reflecting on the "Power of Successful Women". I wrote the following speech for the morning.

"International Women's Day (8 March) is a global day celebrating the economic, political and social achievements of women. International Women's Day honours the work of the Suffragettes, celebrates women's success, and reminds of inequities still to be redressed. The first International Women's Day event was run in 1911 Austria, Denmark, Germany and Switzerland on 19 March. More than one million women and men attended IWD rallies campaigning for women's rights to work, vote, be trained, to hold public office and end discrimination.

In some places like China, Russia, Vietnam and Bulgaria, International Women's Day is a national holiday and in many European countries women are given small gifts of appreciation.

In Australia we often meet together for breakfast. If we're lucky there's also champagne. We stop and take a moment to recognise our gender, what it is to be a woman, and to think of other women both locally and globally. We have many common experiences; we recognise the struggles; we listen to the stories with an innate knowledge of the dangers many women face. And we are forever hopeful - continuing to strive - creating change pushing forward in the fight for equality and safety.

And that is why it is so important to reflect on the successful women in our community and around the

world. These women have the power to communicate the natural state of equality by just doing what they do. They have a voice that is loud and clear and smart and decisive. Their communication transcends words, their actions are reflective of what society could be if equality was embraced.

With these words in mind I have listed a number of Australian women who are in the limelight and I ask you to reflect personally on their achievements and what feelings are evoked in you when hearing their name. Women such as Dame Quentin Bryce, Pearl Gibbs, Cate Blanchet, Layne Beachley, Helen Reddy, Nova Peris, Lauren Jackson, Vanessa Amarossi, Eva Cox, and Annabel Crabbe. Women in the spotlight, women who have had success in the public arena, women who continue to talk and reach out and advocate. Women who make it happen.

And then there are Women who are not in the public eye, women like us. We continue to strive and make it happen by doing what we do every day. Wearing our different hats - employee, colleague, sporting referee, parent, and homemaker. I am sure we own a number of these hats and wear more than one every day. We make both conscious and automatic choices that contribute to the lifestyles we enjoy. Days such as today recognise that the lifestyle these rights bring was hard fought for and provide us with an opportunity to come together and reflect. Thank you for the opportunity to speak to you today, it truly is with great joy that I am able to share these brief thoughts in recognition of our gender."

<https://unwomen.org.au/campaigns/international-womens-day>

Since 2006 Queensland has assisted

267,153
court users

The numbers for July 2014 to February 2015

86

volunteers in
Queensland

29,293

assisted in
Queensland

85%

of contact between
court users
1-10minutes

188

external referrals
received

24,641

assisted
In Brisbane

50%

assisted were
Male

65%

assisted were
unrepresented

1,688

assisted in
Cairns

38%

assisted were
Defendants

36%

assisted were
directional

2,646

assisted
in Townsville

41%

assisted were
Criminal

New mobile apps



Policelink by Queensland Police

Policelink mobile application allows the users to contact the Police on Triple Zero for Urgent matters and Policelink for all Non Urgent and enquiries, and Hoon Line. The app also forwards message enquiries directly to the Policelink Contact Centre, and access the Queensland Police Online report service.

iPhone FREE <https://itunes.apple.com/au/app/policelink-for-iphone-queensland/id564117777?mt=8>

iPad FREE <https://itunes.apple.com/au/app/policelink-for-ipad-queensland/id564118598?mt=8>

Android FREE <https://play.google.com/store/apps/details?id=au.gov.qld.Policelink>



Re-Focus by Women's Legal Service Queensland

Re-focus is a combination of legal information, practical steps and coping tips for women about separation. Re-focus was developed by the Women's Legal Service Inc. www.wlsq.org.au. Funding for this project was provided by the Commonwealth Department of Social Services as part of the National Plan to Reduce Violence against Women and their Children 2010-2022.

iPhone FREE <https://itunes.apple.com/au/app/re-focus/id880820874?mt=8>



Family Store by The Salvation Army

Have clothes or furniture to donate? With The Salvation Army Family Store App, you can do both, all while helping others. Schedule a time for donation pick up. Find a drop-off location. And get a receipt for your donation. Plus, get coupons and great deals for your local Family Store, delivered right to your phone. **This app will even keep track of the donations you've made, so you don't have to.**

iPhone FREE <https://itunes.apple.com/us/app/salvation-army-family-store/id649549244?mt=8>

Android: <https://play.google.com/store/apps/details?id=org.satruck.familystore&hl=en>



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Field Reference Guide by Queensland Ambulance Service

The QAS Field Reference Guide is an abridged version of the QAS Clinical Practice Manual, and includes QAS Drug Therapy Protocols and Clinical Practice Guidelines and charts.

iPhone FREE <https://itunes.apple.com/au/app/qas-frg/id531665425?mt=8>

Android FREE <https://play.google.com/store/apps/details?id=com.davidsontech.frg&hl=en>