



The Y NSW Youth Parliament

Specialised Domestic and Family Violence Response Youth Act 2026

Bill Proposed By: 2026 Women's Affairs Portfolio

Lead Sponsor: Jordan, Youth Minister for Women's Affairs, Youth Member for Strathfield

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Hannah Buckpitt, Youth Member for Leppington
Imamah Matloob, Youth Member for Bankstown
Scarlett Owens, Youth Leader of the Opposition, Youth Member for The Entrance

Summary of Debate:

On Wednesday the 15th of July 2026 the *Specialised Domestic and Family Violence Response Youth Bill 2026* was debated on the floor of the NSW Legislative Assembly; presided over by Ms Felicity Wilson MP, Shadow Minister for Women, Member for North Shore.

Results of the Vote:

The results of the vote on the passage of amendments were 35 Ayes, 10 Noes, 7 Abstentions. As such, the amendments were passed.

The results of the vote on the passage of the bill were 50 Ayes, 1 Noes, 1 Abstentions. As such, the bill was passed.

The *Specialised Domestic and Family Violence Response Youth Bill 2026* was passed in its amended form.

I certify that this Bill has been duly passed by the Y Youth Legislative Assembly of New South Wales, has received assent, and is now a Youth Act.

A stylized, handwritten signature in black ink, appearing to read 'JD', is positioned on a light gray rectangular background.

Jamison Dustin, 24th Youth Governor of the Y NSW Youth Parliament

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The Y NSW Youth Parliament

Specialised Domestic and Family Violence Response Youth Act 2026

Act no. 06, 2026

An Act to

Protect women from unjust outcomes in response to domestic violence situations, by means of improved specialised education, greater access to didactic resources, efficient police enforcement, and related purposes.

I have examined this bill and find it to correspond in all respects with the bill as finally passed by the Youth Legislative Assembly.

A handwritten signature in black ink, consisting of a large, stylized 'A' followed by a series of loops and a final flourish.

*Alyssa Pinchbeck, Youth Premier of the Y NSW Youth Parliament – Leader of the
Government in the Legislative Assembly*

Explanatory Note

Summary

This bill also addresses clear gaps in the current justice system, particularly the lack of adequate protection afforded to victims of Domestic and Family Violence. This bill introduces targeted education and awareness programs, improved communication and response protocols within law enforcement, and the expansion of comprehensive support systems. This includes financial assistance packages and community-based services designed to meet the diverse cultural and social needs of affected individuals.

Domestic and Family Violence is increasing at an alarming rate, with vulnerable groups such as First Nations peoples and Culturally and Linguistically Diverse (CALD) individuals being disproportionately affected. The impacts are serious and long-lasting, including physical and mental health issues, poverty and homelessness, and cycles of intergenerational trauma. Beyond the individual, Domestic and Family Violence also places a significant social and economic burden on New South Wales.

Part 2 - Specialised Education and Awareness

This Part establishes a specialised education and awareness framework to overall improve police responses to Domestic and Family Violence (DFV). It introduces a training framework for police officers in identifying signs of abuse, applying trauma-informed responses, and responding appropriately to the needs of Aboriginal and Torres Strait islander peoples and Culturally and Linguistically Diverse (CALD) communities in Domestic and Family Violence situations. This part addresses informational promotion to raise awareness surrounding policing improvements and educating viewers on services available for Domestic and Family Violence survivors.

Marginalised and diverse communities often face significant barriers to accessing information about Domestic and Family Violence support services. In addition, negative perceptions and mistrust of police responses often discourage victim-survivors from seeking assistance. This part addresses these challenges through targeted awareness campaigns that promote available support services and inform the public of the specialised training and trauma-informed response measures introduced by this bill. By increasing community awareness and demonstrating commitment to more effective, culturally appropriate, and victim-centred policing, these reforms aim to strengthen confidence in NSW Police Forces ability to respond to domestic violence and encourage greater reporting of Domestic and Family Violence incidents.

Part 3 - Specialised Communication and Police Response Measures

This Part strengthens police communication and response mechanisms for Domestic and Family Violence incidents. By establishing a dedicated 24/7 Domestic Violence Communication Line to provide immediate, trauma-informed support and improve access to assistance for victim-survivors. This Part also introduces specialised training for call-takers, interpreter services, disability-inclusive communication options and culturally appropriate police response measures, to ensure support is accessible to all individuals regardless of their background or circumstances.

Further it addresses disparities in Domestic and Family Violence responses between metropolitan, regional, rural, and remote communities. Through increased resources, improved coordination, and specialised regional training, this Bill seeks to ensure victim-

survivors receive timely, and effective support regardless of their location. Overall this part contributes to the Bill's objective of creating a more accessible, responsive, and victim-centred police system.

Part 4 - Specialised Support Measures

This part establishes a range of long-term support measures to assist victim-survivors in recovering from the impacts of Domestic and Family Violence. It introduces a Domestic Violence Feedback service to continue improving support, accountability and ensuring that all services continue to meet the needs of victim-survivors. This Part further provides targeted financial assistance packages for families, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse (CALD) Communities, and individuals living in rural, and remote areas, recognising the unique barriers these groups may face when seeking safety and independence.

Additionally, this Part creates community-based support systems that provide access to counselling, social workers, support groups, and specialised mental health services. By addressing the financial, emotional, and social impacts of domestic and family violence, this Part supports long-term recovery, reduces barriers to seeking help, and contributes to the overall goal of improving outcomes for victim survivors.

Rationale

Domestic and Family Violence remains a persistent and deeply entrenched crisis in New South Wales (NSW). Women and girls are disproportionately affected, experiencing systemic and ongoing harm. This is an important issue that needs to be addressed throughout NSW, due to the serious physical, emotional and psychological harm, while the need to also expose the broader gender inequality and systemic failure in the justice system. In NSW, the current system continues to fail women, exposing victims not only to violence but also to institutional indifference, disbelief, and inadequate protection. This includes superficial investigations, failure to recognise patterns of abuse, and internal biases that misidentify victims as perpetrators. This demonstrates significant weakness in both the legal framework and its enforcement, directly questioning the effectiveness of current laws, and their enforcement throughout New South Wales.

According to the NSW Bureau of Crime Statistics and Research (BOCSAR), 2 in 3 victims of domestic and family violence are female, with Indigenous women eight times more likely to be recorded as victims, highlighting the systemic and discriminatory nature of the issue. This shows why action is desperately needed: the harm is not isolated, but widespread and disproportionately experienced by vulnerable groups. In NSW, the main legal response is currently built around the *Crimes (Domestic and Personal Violence) Act 2007* and the system of Apprehended Domestic Violence Orders (ADVOs), which aim to protect people at risk and prevent further abuse. The *Crimes Act 1900* (NSW) includes provisions such as self-defence under section 418, and the new coercive-control offence under section 54D, introduced in 2023 to recognise patterns of ongoing abuse in intimate relationships. While the introduction of the coercive control offence in 2023 marked a step forward, legislative reform alone is insufficient without effective implementation, highlighting a clear gap between law and practice.

Statue law under Subsection (1) of Section 9 Part 2 Objects of Act in relation to domestic and personal violence within the *Crimes (Domestic and Personal Violence) Act 2007* (NSW), implies that NSW treats Family and Domestic Violence matters with adequate and appropriate measures, specifically in (1)(c) where the Act aims to “enact provisions that are consistent with certain principles underlying the Declaration on the Elimination of Violence against Women.” as well as in (1)(b) “to reduce and prevent violence by a person against another person...” However women in the state still face unjust outcomes during their interactions with police, courts, and services particularly in the handling of evidence and the reporting of cases. Therefore, the NSW Police Force training programs need extensive reform to ensure the negative experiences women face when in contact with the police are reduced significantly. This is proven in the 2024 Harris case, where a Sydney woman accused of assaulting her husband was incorrectly charged with assault due to her husband having more “visible” signs of assault. This case demonstrates how misinterpretation of evidence and police bias can undermine legal protections, leading to unjust outcomes. Although there was a prior police complaint, the police failed to adequately assess the situation and provide her support. This reflects broader deficiencies in police training and understanding of domestic violence dynamics within the current NSW Police Force, suggesting that significant reform is required to help promote women’s safety.

In relation to the judicial system, BOCSAR reported that in 2023, only 20,467 out of 36,289 domestic violence assaults (including 5,600 involving First Nations people) resulted in finalised court appearances. Of these, 26% of charges were withdrawn, 8% were not proven, and only

60% were successfully proven. This indicates significant barriers to successful prosecution, often placing a heavy evidentiary burden on victims. The NSW legal system faces substantial challenges in securing convictions in domestic violence cases, limiting access to justice for many victims. This demonstrates that current legal processes are not consistently effective in delivering justice, particularly for vulnerable groups.

Currently, NSW shows that the rules do not guarantee fair or effective outcomes for victims of domestic violence. Reviews of the NSW Police Force's responses to domestic and family violence, including work by the Law Enforcement Conduct Commission (LECC), have found that police training, supervision, and record-keeping in domestic violence matters are inadequate. Victims report that their concerns are dismissed, that incidents are not properly documented, or that ADVOs are not properly enforced, leaving them still at risk even after seeking help. The LECC examined 470 complaint records linked to NSW Police Force response to domestic and family violence incidents between 1 July 2017 and 1 July 2021, with 248 of those matters (53%) declined by the NSW Police Force at triage. (Law Enforcement Conduct Commission 2023). This suggests many cases are dismissed before proper investigation, limiting accountability. The reviews show that victims are being turned away early, where the majority of complaints about DFV responses did not proceed beyond the initial stages, highlighting systemic barriers to accessing justice and accountability.

System failures are being filtered out instead of fixed, as many of the complaints that are successful reveal poor recording of incidents, failure to make victims statements, and failure to refer to protection orders, suggesting that mishandling is not just isolated by mistakes but consistent patterns. This indicates systemic, rather than incidental failures in police responses. This consistent mistreatment accentuates how women are being actively failed by institutions designed to protect them, reinforcing the need for reforms that prevent unjust outcomes. Simultaneously, cases in which women who act in self-defense or under prolonged coercive control are often treated as the primary aggressor.

They are subsequently susceptible to being wrongfully charged or not believed, while their abusers receive inadequate repercussions. In NSW, the share of cross-ADVOs rose from 5.7% in 2016 to 13.7% in 2023. (NSW Bureau of Crime Statistics and Research [BOCSAR] 2025). Cross-ADVOs, where both parties are issued protection orders, can obscure the identification of the primary aggressor. This suggests that more victims are being treated as "offenders" at the same time as real abusers, which makes it harder for victims to get protection and support. This reflects a lack of consistent, trauma-informed and gender-sensitive training among NSW Police Force. This reform calls for targeted action in NSW to address shortcomings in the current framework, which continues to produce inadequate outcomes for women. Reform should include mandatory, ongoing specialised training for police, judges, and community workers, with a focus on trauma-informed practice and the experiences of Indigenous and CALD communities. The proposed changes call for strengthened action in NSW by enhancing existing laws through the introduction of mandatory, ongoing specialised education for police, judges, lawyers and community workers. This training would focus on gender, trauma, and domestic violence dynamics, with particular attention to the experiences of Indigenous and Culturally and Linguistically Diverse (CALD) communities. The change further calls for improved access to didactic, clear, practical education resources for victims, including information on their rights, financial assistance, housing options, legal aid, and counselling services, enabling victims of family and domestic violence to navigate the system and rebuild their lives after experiencing violence.

The bill calls for more efficient and accountable police enforcement in NSW so that women do not continue to fall through the cracks of an underprepared system, placing further strain on hospitals, housing services and courts while violent behaviour goes unchecked. Reports from Victoria's Royal Commission into Family Violence further highlight that laws alone are insufficient without proper implementation and oversight. By addressing these shortcomings in the NSW context, this bill would help ensure that women experiencing domestic violence are treated with fairness and support to safety and justice, rather than neglected by the systems that are designed to protect them. Ultimately, reform is necessary to ensure that the legal system operates effectively, equitably, and in line with its intended purpose. Without meaningful reform, NSW will continue to allow domestic and family violence to persist behind a system that is meant to stop it.

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Law Enforcement Conduct Commission. (2023). Video - Summary of Review of NSW Police Force responses to family and domestic violence incidents report. [online] Available at: <https://www.lecc.nsw.gov.au/publications/videos/video-summary-of-review-of-nsw-police-force-responses-to-family-and-domestic-violence-incidents-report>.

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Wang, S. and Klauzner, I. (n.d.). *The nature and extent of cross-intimate partner violence*. [online] Available at: https://bocsar.nsw.gov.au/documents/publications/bb/bb151-200/BB178_The_nature_and_extent_of_cross-intimate_partner_violence.pdf.

The Y Youth Legislature of New South Wales enacts—

Part 1: Preliminary

1 Name of Act

This Act is the Specialised Domestic and Family Violence Response Act Youth Act 2026.

2 Commencement

This Act commences on the day it receives assent.

3 Objects

The objects of this Act are to—

- (a) To develop specialised education for domestic violence policing and promote awareness of training measures.
- (b) To improve specialised communication and police response measures for victims of domestic and family violence.
- (c) To establish specialised support measures for victims of domestic and family violence
- (d) Overall improve the outcomes for women and children survivors of Domestic and Family violence.

4 Definitions

In this Act—

Women/Female - a person who identifies as a woman.

Child - a person under the age of 18 years.

Associate Degree in Applied Policing - The qualification delivered through the education and training program for police recruits in New South Wales.

Officer-in-training - A person undertaking education required for appointment as a police officer.

Liaison Officer - A designated officer who assists communication and engagement with specific communities, including Aboriginal and Torres Strait Islander Communities.

Support Services - Services providing assistance, protection, counselling, financial assistance, housing assistance, healthcare or advocacy to persons affected by domestic and family violence.

Physical abuse - Any act that causes or threatens to cause physical harm, injury, or bodily distress to another person, including but not limited to hitting, punching, kicking, choking, restraining, or the use of physical force.

Emotional or Psychological Abuse - Behaviour intended to undermine, control, intimidate, humiliate, isolate, or negatively affect a person's emotional wellbeing, including manipulation, threats, intimidation, degradation, or repeated criticism.

Sexual Abuse - unwanted, or non-consensual sexual act, behaviour or conduct, including sexual coercion, intimidation, exploitation, or actions that disregard a person's ability to freely provide consent.

Economic or Financial Abuse - Behaviour that restricts or controls a person's access to financial resources, employment, education, property, or economic independence, including controlling money, preventing employment, or creating financial dependence.

Social Abuse - Behaviour that isolates or restricts a person's relationship communication or access to social networks, including preventing contact with family, friends, community, or support services.

Technological abuse- The use of technology or digital platforms to monitor, control, threaten, intimidate, harass, or otherwise harm another person, including tracking location, accessing private accounts or sending threatening communications.

Spiritual or Cultural Abuse - Behaviour that uses a person's religious, cultural or spiritual beliefs, practices, or identity to control, intimidate, discriminate against or harm them.

Stalking or Intimidation - repeated unwanted behaviour that causes a person to fear for their safety or wellbeing, including monitoring, following, contracting, threatening, or interfering with a person's daily life.

Coercive Control - A pattern of behaviour intended to dominate, intimidate, isolate, monitor, or restrict another person's freedom, decision-making, or independence.

Culturally and Linguistically Diverse (CALD) Communities - Individuals and families who were born overseas, have a parent(s) born overseas, speak a language other than English at home, identify with differing religious practices or migrated as refugees or as asylum seekers.

Domestic and Family Violence - Behaviour by a person towards another person that is physically, sexually, emotionally, psychologically, economically, socially abusive including coercive or controlling behaviour, threats, intimidation, or any conduct that causes a person to fear their safety or wellbeing.

Domestic Violence Communication Line - A state-wide communication service established under this act to provide immediate support, information, referral pathways, and crisis assistance to persons experiencing domestic and family violence.

Rural, Regional and Remote Communities - Communities located outside major metropolitan areas that experience increased barriers to accessing essential services, including healthcare, emergency response, policing, support services, transport or infrastructure due to geographic location, population size or distance from service centre.

Victim/ Victim-Survivors - A person who has experienced, is experiencing, or at risk of experiencing domestic and family violence.

Perpetrator/offender - A person who commits, attempts to commit, or threatens to commit domestic and family violence against another person.

Trauma-Informed Responses/Trauma-Informed Communication - An approach that recognises the impacts of trauma and prioritises safety, trust, choice, empowerment, and respectful communication when supporting affected individuals.

Cultural Safety - Environments where individuals feel respected, understood, and able to access services without their cultural identity being compromised.

Interpreter Services - qualified service that assists communication between individuals who do not share the same language or communication method.

Risk assessment - the evaluation of the likelihood and severity of harm posed to a victim-survivor, including consideration of immediate danger, patterns of abuse, escalation and victim vulnerability.

Victim Misidentification - Incorrect identification of a victim-survivor as the primary aggressor or perpetrator in a domestic and family violence incident.

Referral Pathway - A process through which an individual is connected to appropriate support, health, legal, housing, counselling or crisis services.

Financial Hardship - Difficulty meeting reasonable living expenses as a result of domestic and family violence.

Emergency Assistance - immediate financial, housing, transport, food or other support provided to ensure the safety and wellbeing of a victim-survivor.

Financial Assistance Packages - Financial support provided to victim-survivors of domestic and family violence, including assistance for emergency accommodation, relocation, living expenses, counselling, and other recovery and safety costs. Currently NSW has Immediate Needs Support Package, Victim Support Scheme-Immediate Needs Assistance, Victims Support Scheme-Economic Loss Assistance.

Note— The *Interpretation Act 1987* also contains definitions and other provisions that affect the interpretation of this Bill.

Part 2: Specialised Education and Awareness

5 Establishment of the Program

- (1) This act establishes programs and support services aimed at preventing and responding to domestic and family violence affecting women and children.
- (2) The Minister may, in collaboration with NSW Police Force and Western Sydney University as part of the Associate Degree in Applied Policing, develop and implement specialized domestic and family violence training for officers.
- (3) Any training developed under this section should include:
 - a. Identifying domestic and family violence and victim misidentification;
 - b. Trauma-informed practice;
 - c. Cultural Competency and culturally appropriate responses; and
 - d. Disability awareness and support, including for First Nations peoples and culturally and linguistically diverse communities

- (4) The establishment of a government-run Healthy Relationship and Domestic Violence Education Program.
- (5) The program shall provide age-appropriate education regarding:
- Healthy and respectful relationships,
 - The identification and prevention of Domestic and Family Violence,
 - Coercive control and abusive behaviours,
 - Consent, respect, and personal safety, and;
 - Support services and reporting pathways available to victims of Domestic and Family Violence.
 - Recognising the signs of Domestic and Family Violence in friends and family relationships, and how to safely support and refer affected persons to appropriate services.
- (6) The program may be delivered through:
- Primary schools,
 - Secondary schools,
 - Tertiary education institutions, and;
 - Community youth programs.
- (7) The program may include:
- Education workshops,
 - Public awareness campaigns,
 - Trauma-informed educational resources,
 - Culturally and linguistically appropriate materials, and;
 - Engagement with victim-survivors, educators, counsellors, and Domestic and Family Violence specialists.
- (8) In delivery of the program, the Minister must consult with:
- The Department of Education.
 - NSW Police Force.
 - Community organisations, and;
 - Domestic and Family Violence support services, for the effective implementation and ongoing development of the program.
- (9) The program should promote early intervention, respectful relationships, community awareness, and the prevention of Domestic and Family Violence amongst young people.

6 Comprehensive Training and Professional Development (Early Identification, Ongoing Officer Education, Trauma-Informed Response, and Cultural and Linguistic Competency)

- (1) Officers shall receive training identify signs of domestic and family violence affecting women and children, including Physical, Sexual, Financial, Emotional/Psychological, Neglect, and coercive control.
- (2) Training should include:
- Identification of coercive control,
 - This could be identifying behaviours that intend to intimidate, isolate, threaten, control, or cause fear within a domestic relationship.
 - Victim Identification and risk assessment, recognising indicators of;
 - Physical, psychological, sexual, financial, social, cultural, and spiritual abuse.
 - Access to weapons, previous use of weapons, or threats involving weapons;
 - Escalation in frequency or severity of abusive behaviour;

- iv. Threats to kill, threats of self-harm, or threats directed towards children, family members, or pets;
- v. The victims perception of their own safety and level of fear;
- vi. The presence of children and any risk of harm to those children;
- vii. Barriers to seeking assistance, including disability, language barriers, geographic isolation, cultural considerations, or financial dependence;
- viii. Any previous incidents of domestic and family violence, including breaches of protection orders; and
- ix. Any other factors relevant to determining the likelihood of future harm.
- c. Training should include the identification and response to domestic and family violence through the use of DVSAT, early risk indicator, trauma-informed practice, and cultural and linguistic competency.

(3) Officers conducting risk assessments should determine:

- a. Whether there is an immediate threat to safety;
- b. Whether urgent protective action is require;
- c. The appropriate referral pathways and support services; and
- d. The level of ongoing monitoring or intervention required.

(4) Training should incorporate scenario-based learning and periodic professional development.

(5) Training specific to trauma-informed response should include:

- a. The identification and management of trauma triggers, including:
 - i. Recognising words, environments, questions, or behaviors that may cause distress;
 - ii. Recongnising trauma response, including fear, panic, hypervigilance, dissociation, and emotional dysregulation; and
 - iii. Adjusting officer conduct to minimise distress and maintain effective engagement.
- b. The use of appropriate and respectful language when engaging with individuals affected by trauma, including:
 - i. Identifying appropriate responses in Domestic and Family Violence matters; and
 - ii. Communicating in a manner that supports the individual without exacerbating trauma.
- c. Appropriate response measures, including referral pathways, support services, and de-escalation strategies, relevant to domestic and family violence matters.

7 Program Integration

- (1) Where adopted by the Associate Degree in Applied Policing, the training program established under this Act shall form part of the course curriculum.
- (2) Officers who have completed their initial training prior to implementation may be required to complete equivalent training within 12 months.
- (3) The Minister may progressively integrate educational programs established under this Act over a period of up to four years to allow for review and evaluation.

8 Education Awareness for Domestic and Family Violence

- (1) The Minister shall undertake public awareness initiatives regarding:
 - a. Domestic and Family Violence prevention,

- b. Available support services,
 - c. Police response reforms, and;
 - d. Education programs established under this Act.
- (2) Awareness initiatives should be directed towards:
- a. Women and children who have experienced prior negative interactions with NSW Police in relations to the response to Domestic and Family violence.
 - b. Women and children who have/had experiences of Domestic and Family Violence, and may face additional barriers to reporting, accessing services, and/or receiving appropriate support.
 - c. Aboriginal and Torres Strait Islander communities, and Culturally Diverse communities. That may face additional barriers to reporting, accessing services, and/or receiving appropriate support.
 - d. Women and/or children with disabilities, who may face additional barriers to reporting, accessing services, and/or receiving appropriate support.
- (3) Prior to Education Awareness, all content will be reviewed by a board of Victims of Domestic and Family Violence and Organisations that are trained in the specific field.
- (4) Educational Awareness can be spread through:
- a. The Healthy Relationship and Domestic and Family Violence program,
 - b. Educational Community Forums,
 - c. Advertisement through; social media, television, pamphlets, posters, bus posters etc.

9 Avenues for Promotion

- (1) The promotion will include, but is not limited to:
- a. Physical handouts, providing resources to enable victims of domestic violence to find help, e.g., a phone number for the Domestic Violence Communication Line.
 - b. Informational posters to be placed outside community centres, in bathrooms, and other public areas.
 - c. Social media posts and short-form content.
 - d. Cinematic, story-based advertisements for television, depicting real-life scenarios and testimonies.
 - e. Educational talks and forums for schools and workplaces.

Part 3: Specialised Communication and Police Response Measures

10 Establishment of a Specialised Domestic Violence Communication Line and Training

- (1) A state-wide Domestic Violence Communication Line (DVCL) shall be established to provide immediate, trauma-informed support to individuals experiencing or at risk of domestic and family violence.
- (2) The DVCL shall operate 24 hours a day, 7 days a week, and be accessible through:
- a. Referrals from the 000 emergency dispatch system where a domestic and family violence matter is identified;
 - b. Referrals from Police Assistance Lines and non-emergency police communication channels;
 - c. Direct contact through a dedicated telephone service, and;
 - d. Secure text-based communication services.

- (3) The Domestic Violence Communication Line, will have specialised dispatchers, who must complete a mandatory specialised training course surrounding Domestic and Family Violence, which is similar to the one suggested to ADAP and the Healthy Relationship and Domestic and Family Violence education sessions.
- (4) Training shall include:
 - a. Trauma-informed communication techniques,
 - b. Must understand how to complete a risk assessment, and crisis response,
 - c. Consideration of Disabilities, language barriers,
 - d. Identification of coercive control, and nonphysical forms of abuse.
 - e. The understanding of referral pathways, and the overall access to support services.
- (5) Dispatchers will undergo consistent professional development annually, to ensure their identification skills remain relevant and effective.

11 Specialised Training for Call Takers

- (1) All DVCL call takers must complete mandatory specialised training prior to commencing duties.
- (2) Training shall include, but not be limited to:
 - a. Trauma-informed communication techniques.
 - b. Risk assessment and crisis response.
 - c. Cultural sensitivity.
 - d. Identification of coercive control and nonphysical forms of abuse.
 - e. Appropriate referral pathways and access to support services.
- (3) Continuous professional development is required per year to ensure skills remain current, relevant and effective.

12 Reduction of Regional Response Disparities

- (1) The Minister shall take reasonable steps to improve domestic and family violence responses in regional and rural communities.
- (2) Measures may include:
 - a. Increased resourcing of Regional and Rural NSW Police Forces,
 - b. Investment into Community Services that support Domestic and Family Violence amongst women and children,
 - c. Specialised training for regional policing environments, and;
 - d. Recruitment and retention initiatives.
- (3) All officers will undertake mandatory training, which will go into further depth when dealing with regional and rural communities. This training shall include:
 - a. Barriers to accessing services.
 - b. Geographical challenges affecting response times,
 - c. Community engagement strategies, and;
 - d. Addressing strategies that are effective for policing in geographically dispersed areas, which includes;
 - i. Community policing and local engagement
 - ii. Scenario-based operational training — for response times, remote
 - iii. Incidents, and working with limited backup.
 - iv. Broad general duty preparations

- v. Cultural competency and place-based training
- vi. Location-based skills training
- vii. Continued recruitment and retention incentives.

(4) The NSW Police Force Domestic and Family Violence Guidelines 2025 are repealed to the extent of any inconsistency with this Act.

(5) The Commissioner of Police must issue updated guidelines within 6 months of commencement of this Act.

(6) Revised guidelines must be consistent with this Act and be reviewed periodically.

13 Language Accessibility and Interpreter Services

(1) The DVCL will provide access to qualified interpreter services for individuals with limited English language skills.

- (2) Interpreter services must be:
- a. Available on demand where practicable.
 - b. Confidential and culturally appropriate.
 - c. Accessible across both voice and text-based platforms.

(3) Additional measures shall be implemented to ensure accessibility for individuals facing disabilities, including hearing or speech impairments.

14 Culturally Appropriate Police Assignment

(1) Where reasonably practicable, responding officers shall be assigned in a manner that supports religious and cultural compatibility with the victim.

- (2) This may include consideration of:
- a. Shared language.
 - b. Cultural background.
 - c. Religious practices or sensitivities.

- (3) Such measures aim to:
- a. Improve communication and trust between victims and law enforcement.
 - b. Enhance victim safety and willingness to disclose information.
 - c. Ensure respectful handling of culturally specific needs.

(4) This clause shall not delay emergency response times or compromise immediate safety priorities.

Part 4: Specialised Support Measures

15 Establishment of Financial Assistance Schemes

(1) This Act shall promote awareness of existing domestic violence and victim-support financial assistance schemes available within New South Wales.

- (2) Financial assistance may include but is not limited to;
 - a. Reimbursement for relocation expenses,
 - b. Temporary accommodation,
 - c. Essential household items,
 - d. Counselling services,
 - e. Transportation costs,
 - f. Childcare expenses, and;
 - g. Other costs necessary to ensure the safety and wellbeing of victim-survivors.
- (3) The Minister shall ensure that financial assistance established under this Act is integrated with existing domestic violence and victim-support grants and schemes to prevent duplication of services and maximise support available to victim-survivors.
- (4) The responsible authority must provide information regarding available financial assistance in accessible, culturally appropriate, and multilingual formats.
- (5) The responsible authority must take reasonable steps to reduce barriers to accessing financial assistance, including barriers relating to language, digital access, geographic isolation, and awareness of available support.

16 Establishment of Community-Based Support Systems

- (1) The Minister shall support the establishment and maintenance of community-based services that promote safety, recovery and mental wellbeing of victim-survivors of Domestic and Family Violence.
- (2) Services may include:
 - a. Counseling,
 - b. Peer support programs,
 - c. Referral services, and;
 - d. Community outreach initiatives.
- (3) These systems should be incorporated into and expand upon the existing systems in place provided by both Domestic Violence NSW and the NSW police department.
- (4) Where appropriate, a victim-survivor accessing services under this clause shall be offered an individual support plan, which may include:
 - a. Mental Health support;
 - b. Housing and accommodation assistance;
 - c. Financial counselling and support;
 - d. Legal assistance and court support services;
 - e. Child and family support services, and;
 - f. Referrals to culturally appropriate support services.
 - g. Access to social workers and police officers.
 - h. Access to counselling services, both in private and group settings.
 - i. A 24-hour online counselling service hotline.
- (5) Support services established under this section should provide access to both immediate crisis support and long-term recovery services to promote ongoing wellbeing and independence.
- (6) Victim-survivors assessed as being at high-risk of serious harm shall be prioritized for referral to specialised support services.
- (7) Support systems established under this section may include Domestic Violence Recovery Hubs that provide co-located access to counselling services, social workers, legal assistance, housing support, and referral services.

- a. Services provided under this clause must be accessible to:
 - i. Women and Children who have been affected by domestic and family violence,
 - ii. Aboriginal and Torres Strait Islander peoples;
 - iii. Culturally and linguistically diverse communities;
 - iv. Persons with disabilities; and;
 - v. Regional and rural communities.
- b. Support services established under this clause shall be accessible through:
 - i. Police referral;
 - ii. Self-referral;
 - iii. Referral by health practitioners;
 - iv. Referral by schools and educational institutions; and
 - v. Referral by community organisations.
- c. All services operating under this Act must take reasonable steps to ensure privacy, confidentiality, and safety of victim-survivors accessing support.

(8) In order for a person to have access to these support systems post instances of Domestic Violence, they must be:

- a. Provided by the NSW police force, following any instance of Domestic Violence.
- b. Operate on a 24-hour basis - including both an online and physical service.
- c. Appropriately staffed with both mental health professionals and specialised police officers.

(9) In order to remove negative stigmas and maximise positive engagement with these systems, they must be:

- a. Advertised on social media and as in-person pamphlets available at police stations and community centres - This raises awareness to persons who may not have access to the internet or the environment outside of their home, ensuring their knowledge and ability to engage.
- b. Available through third-party services - Ensuring mental support without links to the NSW police force allows victim-survivors to access the support even if they have had negative experiences with that department.



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